

CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to share the feedback received after each CNZ event and to comment on what changes, if any, they plan to make to events for the following seasons. We hope that this is the first step in improving communication with players/managers and that it will lead to a better tournament experience for all. Next season, we aim to return these feedback forms to you within 5-6 weeks after the event finishes.

Event: Geoff Young

Venue: West End

Manager: Dene Line

The table below shows the feedback scores for each question together with how this compares to the average for CNZ events this season. Items highlighted in blue indicate the lowest rating for any event and those highlighted in yellow indicate the highest rating for any event.

Geoff Young								
West End								All Events
Dene Line	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location	0	0	3	3	3	9	4.00	3.92
Cost of Travel	0	1	1	3	4	9	4.11	3.64
Cost of Accommodation	0	1	1	2	4	8	4.13	3.93
Format	0	1	2	4	2	9	3.78	4.00
Quality of Opposition	0	0	0	7	2	9	4.22	4.36
Number of Games	0	1	1	4	3	9	4.00	4.17
Manager	1	0	1	2	5	9	4.11	4.47
Lawns	2	4	3	0	0	9	2.11	3.96
Hoop Setting	1	0	3	3	2	9	3.56	4.20
Refereeing	1	1	1	4	2	9	3.56	4.09
Clubrooms	0	0	1	3	5	9	4.44	4.48
Clubhouse Fee	0	0	1	3	5	9	4.44	3.96
Catering	0	0	0	4	5	9	4.56	4.06
Total	5	9	18	42	42	116	3.92	4.10

Response to feedback

1. The lawns were regarded as sub-standard. Some comments were;
“The greens were not up to playing standard as remedial work had been started which should have been left until after the tournament”
“Sadly mother nature has not been kind to the lawns this year.”
“Too many well worn areas on lawns 2 and 3 and recently sown areas in front of hoops on lawn 1.”

Action: CNZ is attempting to ensure that visits are made to clubs where there are queries in relation to the quality of the playing surface and advice on how to improve playing conditions will be provided to the club.

2. Management

“Dene, the manager was very nice but out of her depth with decisions re length of games and stopping one but not another. The instructions were not clear regarding action to be taken when games seem to go on for too long.”

“I felt sorry for the management as they had one player who held up play a lot.”

“Managers were poorly briefed especially re format”

“No player communication pretournament. Had to ring three numbers before I was able to talk to Manager. We should have received an email two weeks or earlier before tournament giving details. A conference call by Annie the week of the tournament is too late, the Managers deserve better”

Action: CNZ is instigating Managers’ meetings prior to every CNZ Event. Regrettably, due to failures in the selection process, we did not know how many players would be playing in this event until very close to the event starting. This meant that providing advice to Dene in relation to the event was done at a later stage than ideal. Nevertheless, once this had been done, players should have received communication from the manager advising them of the format and any other pertinent details. We strongly encourage Managers to make use of the Commentary section on croquetscores.com to share such information. CNZ will be running Manager training sessions during the closed season.

3. “Why was the Duncan Dixon format different from ours?”

Action: CNZ to ensure that the Selection Policy and Process is followed next season. Regrettably, there were multiple failures with the Selection Process this season. This led to some events being undersubscribed and players of the wrong ability level being placed in certain events. The Duncan Dixon was a different format because they only had 8 players and had the same format been used, they might have only had 4 games on any given day – therefore to ensure a full tournament’s play for all, a triple round robin was used. This met with mixed feedback.

There were several comments made relating to excellent hospitality at the host club.

Final note: CNZ would like to apologise to all players affected by the failures to obtain full fields in this year's GC Invitations.

If you would like to provide further feedback in order to help future events, please email croquet@croquet.org.nz

Jake Inwood

CNZ Executive Director