

## CNZ Player and Manager Feedback

Dear All,

The CNZ Tournament Committee has decided to continue last year's policy of sharing the feedback received after each CNZ event and to comment on what changes, if any, they plan to review for events held in following seasons.

Event: NI GC Championships

Venue: Orewa

Manager: Pixie Jones-Merredew

The table below shows the feedback scores for each question together with how this compares to the average for CNZ events from last season as well as the previous NZ NI GC Champs.

NI GC : 16 singles + 4 pairs doubles								2017/18	2017/18
Orewa							Weighted	All Events	NI GC
	Str Dis	Dis	OK	Agree	Str Ag	Total	Average	CNZ Average	
Format	2	1	0	6	7	16	3.94	4.01	4.00
Number of Games	0	0	2	9	5	16	4.19	4.17	4.08
Manager	0	0	0	6	9	15	4.60	4.48	4.62
Lawns	0	0	0	11	5	16	4.31	3.95	4.69
Likely to attend this tment again?	2	0	1	6	7	16	4.00	N/A	N/A
Likely to attend tment in this location again?	0	0	2	6	7	15	4.33	N/A	N/A
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>44</b>	<b>40</b>	<b>94</b>	<b>4.22</b>	<b>4.15</b>	<b>4.35</b>

### Response to feedback

1. Format – the following specific comments were:

For a player that didn't qualify fine.7 games each day. For the winner and runner up it played it's couses. For those that went out in the first round complete disaster.Players were given the option of Bo3 or single game then 19 point game. when couldn't agree one play withdrew the opponent the withdrew leaving the other side of the draw no one to play.The play off for 3rd and 4th ended up by the two players playing a one ball AC game.

Limiting of no, people didnt enter as didnt think they would get in made booking accom diff, in or not? liked best of 3, if good venue, diff to fit into 2 days. Varying playing format between rounds and between players didn't work. Stick to one format no change.

There were only 16 entries. This should have been a round robin, American event

I agree with the rationale of the format but it does lead to an unusual situation whereby, the non qualifiers have nothing to play for on the second day. The focus is then on the main event.

I would have preferred a total round robin

The round robin plate event gave a variety of opposition. The best of 3 for the top 4 of each section showed one win was not just chance.

Best format.

CNZ TC Respond – We made both this event and the SIGC blocks followed by knockout in line with player feedback from previous years. CNZ always attempts to ensure that formats for Championships mean that a player cannot fail to win if they only lose one game – a 16 player round robin does not achieve this. Additionally, we try and provide best of 3 experience for our top players so as to improve their experience of matchplay for National and World events.

Whilst this format was universally popular in the SI Champs, it appears that withdrawals from the K.O. in the NI Champs caused issues. The instruction given to the manager was that the K.O. would be an XYZ played as best of 3, but, **if both players agreed**, they could play a single 19pt game. Clearly, if any player no longer wishes to play in an event, that is their choice and whilst CNZ encourages all players to play out an event for the enjoyment of all, we do not believe in forcing people to play croquet. For example, the Plate block had one game unplayed because the two players decided that they wished to watch the final and their game did not affect the positions – this is perfectly acceptable.

The 3<sup>rd</sup>/4<sup>th</sup> place play-off should not be played as any form of AC game. If the two players do not wish to play, they should have explained that to the manager. They could have then asked for permission to play a friendly game of any kind.

We agree that limiting the number of entries is undesirable, however, when it was not hosted where we anticipated, we had the choice of cancelling the event or holding it at a club where only 4 lawns were available. We checked past entry levels and it was unusual for more than 16 to play. If 20 players had been allowed to enter, everyone would have played about 3 games less over the weekend.

**Action: CNZ to attempt to find clubs with more than 4 lawns to host this event.**

We do not agree with the comment that “non qualifiers had nothing to play for on day 2”. We provided a Plate event where you were matched against your peers, with 7 games available and the winner received a monetary prize. It is standard practice to have “Plate” events such as these.

2. Number of Games – the following specific comments were:

Plate was fine KO disaster

1st day fine 7 games, 2nd day- played 6 games(1/4 hr lunch no breaks), didnt play for 3/4 8 Or 9 games to many

When a player withdraws from the main knockout it effects other players so they are not able to continue the competition.

Day 1 has 7 games, Day 2 has from 6 to a max. of 9 games possible. It comes down to what the players want to get out of day 2. If 1 or 2 withdraw from playing, it limits the options for the manager and other players involved

.  
Would not want to travel for fewer games

CNZ TC Respond – As you can see, it is difficult pleasing everyone, some want to play 15 games over the weekend, some don't want to play 8 in a day. The method that has been used elsewhere to overcome problems of players withdrawing is to provide a "swiss" event for those knocked out of the main event. History has shown that we do not have many managers with the experience to run swiss events which have also tended to be very unpopular with players. Therefore, we have opted for what the players requested in previous surveys, blocks followed by a knockout.

3. Lawns – the following specific comments were:

very good.

I had not played at Orewa before and found the lawns excellent. Hoops were set in old hoop holes (1 leg only in fresh holes) and performed poorly with hard hoop running.

Good pace.

Good condition and mowed mid tournament

Well maintained and mown to an agreeable level.

The lawns were in excellent condition and well presented

Mown the evening before each event.

CNZ TC Respond – Many thanks to the Orewa club for providing good lawns.

**Action: CNZ to provide instruction on how to set hoops. "Swinging" hoops in unacceptable.**

Manager - the following specific comments were received;

Arrived to very upset Manager due to a player, CNZ have lost a very good manager, she will never do another tournament.

Manager was v.good

Manager did a good job of running the tournament, but did not know how to enter results into croquetscores. Had a testy relationship with one of the players which resulted in some ill-feeling.

She was put under stress unnecessarily

SUPERB!! along with the referees and kitchen staff

Welcoming, friendly well organised. Catering exceptional.

CNZ Respond – It is difficult to make any clear judgements without any specific complaints. We had a meeting with Pixie prior to the event and offered her our contact details should she have any queries. She did contact Chris Clarke who helped, but we believe there may have been possible personality clashes at the event itself. Our aim, as the TC, is to try and help events run smoothly – if we have failed in that regard for this event, we apologise.

**Other comments - the following specific comments were received;**

Dates changed from original. Advert in year book very confusing for players wanting to play, not knowing whether they were in, whether to book a motel. Top player only got in from the reserve list. One other top player missed out. One player in who had only recorded 5 games in three years but still had a higher ranking than other regular players.

the argumentative behaviour of one player has put me off ever going into a CNZ tournament again.

It was a great tournament with a good spread of top players and allowed me to compete at a level I do not normally get to play against.

Conditions in advert need to be much plainer. Format used to be printed then kept to. Block play for whole tournament preferred.

When the manager is upset by a player it is not good. This manager will not manage another tournament for CNZ and it is very likely that the Orewa club will not host another CNZ event. The plate event ran very smoothly, the knockout did not. To see the no's 3 & 4 players playing a oneball, AC game with the approval of the member of the tournament committee was appalling. The manager was not aware that this game was being played until much later. Results were not recorded.

For a North Island Championship, I feel that 2 days for the singles is insufficient time. It was limited to 2 days with 16 players and just wondered if 3 days for singles would attract more entries. Something for the TC to think about.

It's probably a good thing not to interfere with the manager's responsibilities, and let them get on with the job.

One player, not a referee agreed loudly disturbing players on other lawns. Also he upset the Manager who was doing a great job.

I really enjoyed the competition except when that certain player argued loudly and aggressively because I wished to have the referee to sort a problem. It was so bad I told him if he wanted to win that badly I would walk off right now and let him have the game!! I am disgusted.

An all round great week-end and well done CNZ and the team at Orewa Croquet Club.

Some players did not finish their play off games in the singles. I was there but not playing and to refuse to play was in very poor taste and unfair to the Manager who had put in so much work

Excellent catering done by the club.

**CNZ TC Respond – It appears that there were several people who were dissatisfied, but we are unable to tell whether it was with one or multiple other players. CNZ would like to remind everyone that we have detailed Tournament Regulations that everyone should abide by. If**

you believe that these have been breached, you are welcome to make a complaint to us, providing as much detail as possible. Without that, we have little ability to resolve matters. We have surveyed players regarding preference for NI and SI GC being 2 or 3 days and the preference, at present, is for 2 days. We accept that this leads to 3 best of 3's on the second day, but this is standard practice in other parts of the world. The dates remained the same once published in the Yearbook.

**Action: Review wording regarding entries for next season's Yearbook and attempt to find club with more than 4 lawns so that entries do not have to be limited to 16. Note: If "top players" do not enter by the Allocation date, we do not intend to give them any special priority.**

**Action: Format for next season to be described as "Blocks followed by knockout, plus consolation event for players not in knockout"**

**Action: CNZ to attempt to find out results from any Y or Z games that were played and not recorded and ensure that they are entered into the Rankings.**