

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: 2018 SI GC Championships

Venue: Nelson Hinemoa

Manager: Lance Barker

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 SI GC Champs.

SI GC : 16 singles 7 pairs doubles								2017/18	2017/18
Nelson Hinemoa							Weighted	All Events	SI GC
	Str Dis	Dis	OK	Agree	Str Ag	Total	Average	CNZ Average	
Format	0	0	1	5	6	12	4.42	4.01	3.83
Number of Games	0	0	0	6	6	12	4.50	4.17	4.33
Manager	0	0	1	6	4	11	4.27	4.48	4.50
Lawns	0	0	2	9	1	12	3.92	3.95	3.67
Likely to attend this tment again?	0	1	3	4	4	12	3.92	N/A	N/A
Likely to attend tment in this location again?	0	0	1	2	9	12	4.67	N/A	N/A
Total	0	1	8	32	30	71	4.28	4.15	4.08

Response to feedback

1. Format – the following specific comments were:
Great to warm up in block play and then go to KO.
I liked the full days play

CNZ TC Respond – We are pleased that this format was popular.

Action: CNZ to retain the blocks followed by knockout for next season.

2. Number of Games – the following specific comments were:
Both days of the singles we were all finished by 4 pm so quite a reasonable amount

3. Lawns – the following specific comments were:
There were 2 days of rain at the start and lawns were heavy.

Lawns we're not quite as fast as I would have liked but still very good

Weather on the first two days did affect lawns a bit but that's out of everyone's control.

Manager - the following specific comments were received;

Could have been better if all games had allocated lawns as it means there is no lawn advantage

Information to players regarding format etc could have been better.

I believe that Managers should always send out info emails before the event starts

Lawn selection was left up to players and we had to just get through our games on our own accord so compared to other tournaments not as well run, but still an enjoyable weekend

CNZ TC Respond – thank you for these valid points – we will ensure that they are covered with all Managers.

Other comments - the following specific comments were received;

Great competition. Manager left after the doubles without letting anyone know the prize giving would be on Sunday. Manager's briefing could be more informative.

It was a wonderful tournament in a beautiful location, looking forward to playing in it again. wonderful to see all the young people, not just locals, who bothered to travel and attend the tournament, made it a great success. Now look forward to seeing some of them in action again at the Nationals

How delightful not to have to cope with drainage pipes blowing all over the lawns. As usual, the quadway hoops got loose very quickly.

prize money should extend further into 2nd and 3rd places for the plate

I did enjoy this tournament, however, feel that the time of year the tournament was held was wrong. It was right in the middle of exams meaning this prevented several people from playing who otherwise would have. I think having it in Nelson is a great idea because the venue is so close to an airport and you don't need to hire a car which saves on expenses. Plus, it is a very welcoming club.

CNZ TC Respond:

1. If Quadways become loose, it tends to because they have “risen” out of the ground rather than the holes have become too big. Asking a referee to tap them back down again at the end of every game is a quick 1 minute job.
2. CNZ have come under pressure to reduce costs at their events. We have moved from a loss of over \$5k last season, to breaking even this season. If we want to pay clubs an appropriate amount for hosting events, there is a limit to how many prizes are available.
3. CNZ has very little room for manoeuvre when it comes to dates. We are attempting to ensure that Nationals are played during school holidays and then we have to fit in around World events as well. However, this point will be passed on to our scheduling sub-committee.
4. We are pleased that the overwhelming majority of responses were positive and we would like to thank the Nelson Hinemoa club for hosting the event. We hope you will all return for the Nationals.