

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: South Island AC Champs

Venue: United and Holmes Park croquet clubs, Christchurch

Manager: Chris Clarke

The table below shows the feedback scores for each question together with how this compares to the average for all CNZ events last season and the SI AC last season.

SI AC - United CC - Manager Chris Clarke									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2017/18	SI AC Avg 2017/18
Format	0	2	1	3	14	20	4.45	4.01	3
Number of Games	0	0	1	4	14	19	4.68	4.17	3.27
Manager	0	0	0	4	14	18	4.78	4.48	4
Lawns	0	0	2	5	13	20	4.55	3.95	3.64
Likely to attend this tment again?	0	0	4	6	10	20	4.30	4.22	N/A
Likely to attend tment in this location again?	0	0	3	5	12	20	4.45	4.10	N/A
Total	0	2	11	27	77	117	4.53	4.16	4.01

Response to feedback

Format - the following feedback was received

- Liked block play but not the play off so much.
- Grouped like with like
- Good to play every player in my grade
- Three days with lots of play
- The format may have contributed to an increased entry but the Open Singles event did not satisfy the CNZ objective of not eliminating a player from contention by a single game loss. Open Championship events need to also cater for the needs of genuine contenders and match play development.
- Not my first choice to have play off rather than using net points if tied, for 1st. However I still enjoyed the tournament alot.
- I like full round robins where everyone plays everyone else.
- Round robin with no byes and a playoff game at the end
- Round robin format

- *One player was eliminated from the tournament on a single game loss...that should not happen with a championship*
- *Round robin allows a wide range of play against differing abilities*

CNZ TC Respond

We agree that it is unfortunate for a player to be eliminated on only one loss. Based on previous feedback from players, the format for the SI and NI AC was changed from BO3 KO to blocks followed by KO - with this format, it is not possible to guarantee that a player is not eliminated on only one loss. While every effort is taken to minimise the likelihood of this scenario occurring, unfortunately it will still happen when there are 3 players tied in first place on number of wins - net points is used to determine placings due to time constraints in having a playoff for block places.

The reason a playoff was used to determine the outcome of the 4+ event was to ensure 8-9 rounds over 3 days. Without this, players would have only had 7 rounds, which is fewer than the optimum number, given the time available.

Action: None

Number of games per day – the following feedback was received.

- *Good number each day.*
- *3 x 3 hours pretty standard*
- *No trouble with three games*
- *I couldn't play more than 3 games a day.*
- *Three games a day is about right for AC.*
- *Any fewer would need another day*
- *3 3 hour games is plenty*
- *3 rounds each day was great*

CNZ TC Respond

Based on the above feedback, 3 rounds per day seems to have been well-received by all.

Action: None

Lawns – the following feedback was received.

- *Good lawns.*
- *they were excellent with no differences between them*
- *A few slightly rough patches but ok*
- *Beautiful lawns*
- *United's lawns were a huge improvement that 2 years ago. Holmes Park has wonderful lawns.*
- *Some were a bit rough in places.*
- *Relatively recently relaid lawn I understand and no bare patches*
- *Excellent lawns*
- *Boundary markings nearly invisible last 2 days*
- *Well cut, fast, variable in speed with dry and green areas.*

CNZ TC Respond

We are pleased to hear a very positive overall response from players concerning the lawn conditions at both United and Holmes Park.

The faint boundary lines at United were ultimately due to a combined verti-cutter issue and inclement weather - the golf club's verti-cutter broke down on the Thursday before the tournament, the lines were marked on Monday and then verti-cutting was performed on Tuesday. After this, there was torrential rain on Tuesday/Wednesday which culminated in very faint lines for the last few days.

Action: None

Manager - the following feedback was received.

- *Excellent. It was great to have the manager at th 4+ event.*
- *Relaxed, got the job done with no fuss*
- *Done a very good job*
- *Stronger wording needed to reflect EXCELLENCE*
- *Great management, easy to understand what was happening, very helpful.*
- *A smoothly run competition by very experienced manager*
- *Very experienced manager*
- *Written references available to check where playing*

CNZ TC Respond

Many thanks to Chris for his excellent management during the event.

Action: None

Other Feedback

- *So much better format than the previous year*
- *Overall the tournament was well run. No certificates at the prize giving. In the past they were sent to the manager but they were given to association president who gave them to someone else.*
- *Great competition and format.*
- *Home association (no travel or accommodation or family management concerns), excellent venue, good management and company*
- *Timing of the tournament is more of an issue than location. Work vs tournament can be a clash of wants vs needs, especially if you then have to travel long distances.*
- *There are now so few players at a suitable level for me that there hardly seems any point any more.*
- *Attendance will depend on location because of costs involved*
- *Home location with excellent lawns and excellent manager*
- *Enjoyed the whole experience.*

- *the host club had 2 lawns and although we had to double-bank there was a very companionable atmosphere. It epitomized the best of tournament conditions.*
- *Disappointed more people didn't support barbecue ,management were at least trying to get people to mix. Very disappointed the number of people who stayed on for prize giving, realize some people had to travel distances to get home however feel more locals could've supported prize giving. Over all an enjoyable 3 days well done*
- *Great tournament and very well managed by Chris.*
- *No trophy for the 0-3.5 Singles event. No certificates awarded. These should be completed and sent to recipients. This is normal practice - how did this omission occur? I assumed that fundraising was the primary objective of catering. There was only green top milk available during the event. Not a game breaker but in my opinion it's awful in coffee and makes the daily fee a bit annoying when you have to provide your own.*
- *It would be good if the club could supply blue top milk as well as just green top & also some savory types of food as well as just sweet foods ie; crackers, nuts mix, savory scones. Otherwise lovey.*
- *My first tournament at this level and very positive experience overall*
- *For Association croquet to continue we need more players attending these tournaments*
- *Catering was inadequate for the \$100 per day clubhouse fee. Manager provided extra cake plus biscuits everyday and then only just enough. Got that income clubs should be accountable for giving back a demonstrable percentage of the money if the claim is made that "clubhouse fee covers morning and afternoon teas"*

CNZ TC Respond

It is unfortunate that certificates were not awarded. CNZ provided all certificates to association delegates at the AGM, but these were then misplaced before the tournament started. Apologies on behalf of the TC that this occurred.

This is the first year a 0-3.5 event has been held (previously being 0-3) and a trophy had not been designated. The manager wasn't aware of this until late notice. Due to favourable feedback received about the overall event, there are plans to provision a trophy for next year, complete with engravings to reflect this year's result. CNZ will be sending certificates to this year's winners and runners-up.

With regard to the timing of the event - CNZ has very little flexibility with dates for these events, due to AC and GC Opens needing to be held in school holidays, and an increased number of international events in the calendar. CNZ is endeavouring to schedule AC events such as this no earlier than December, due to AC's higher reliance on quality lawn conditions.

Action: CNZ to provision a trophy for the 0-3.5 event for future championships

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

CNZ Tournament Committee