

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: Arthur Ross

Venue: Kelburn Croquet Club

Manager: Brian Boutel

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

Arthur Ross									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2017/18	Arthur Ross 17/18
Format	0	0	2	3	2	7	4.00	4.01	N/A
Number of Games	0	0	1	1	5	7	4.57	4.17	N/A
Manager	0	0	0	2	5	7	4.71	4.48	N/A
Lawns	0	3	2	1	1	7	3.00	3.95	N/A
Likely to attend this tournament again?	0	0	1	3	3	7	4.29	4.22	N/A
Likely to attend tournament in this location again?	0	0	0	5	2	7	4.29	4.10	N/A
Total	0	3	6	15	18	42	4.14	4.16	N/A

Response to feedback

Format - the following feedback was received

- *Excellent format, always a challenge and difficult to make up lost ground if one has an unexpected loss.*
- *We were assured at least 3 games a day and had a means for completing the tournament if we had bad weather.*
- *Swiss format was interesting but I can't argue with how it turned out.*
- *Would have liked a block the plate formats to get s bit more play but understand why we didn't.*

CNZ TC Response

Generally positive feedback about the Swiss format used which is good to see.

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

- *3 x 3 hour matches is perfect for a days play.*
- *three games per day was a good amount.*
- *Like to play as much as possible but get that the format was to allow for rain delay.*

CNZ TC Response

Generally positive feedback about games per day - three games per day is what CNZ aims to provide to players. As the feedback suggests, allowing for rain delay is important in such an event, as the event is in mid-March with the majority of players travelling a long way to compete.

Lawns – the following feedback was received.

- *They were what they were, reasonable lawn speed.*
- *Two lawns were fine. One lawn was rough. One lawn was very heavy. Not tournament standards.*
- *Kelburn lawn one needs some work before January next year*
- *Lawn one had groves near hoop 1 for the ball to follow and few other rough patches, but we had been warned. Otherwise nice a true. Speed was perfect, not to fast or to slow, for me.*

CNZ TC Response

We are generally happy with the standard of lawns at Kelburn, and the venue has hosted national and world events as a result - but we accept that some of the lawns are better than others. This event is played relatively late in the croquet season, and as such the weather is more likely to impact the lawn speed.

Manager - the following feedback was received.

- *The manager did a good job, book him in for next year.*
- *There was limited communication before the event. Running a Swiss is not easy and it was done well.*
- *Brian did very well in managing the tournament!*
- *Including social event on Sunday which is pleasant for out of towners. Was kept informed ahead of time as much as possible, lunches made available, it's these little things that make a difference when you are at an away tournament.*

CNZ TC Response

We would like to thank Brian for managing the event to a high standard, which is reflected in the above feedback.

Other Feedback

- *This is one of the few tournaments where you can play handicap games. It was a challenge and liked the reason for having the event.*
- *Liked the Swiss format. Better if could play games immediately they became available instead of 'waiting for the field'*
- *Referee of the Tournament didn't know what she was doing. She didn't give a briefing at the opening. Interfered with some games without being called on the lawns. I watched a player trying to line up and she was blocking his approach. Catering was good. Manager didn't ask people for their attention when he wanted to speak so people continued to talk. There were a couple talking in the kitchen and he turned around and said, "Caroline, shut up." Also, all lawns but one had quadway hoops. I would think a tournament at this level would have the same hoops for all games. Good to meet so many players who were excited to be playing. Great event.*

- *Nope, thank you for organising a smooth running tournament.*

CNZ TC Response

This is one of the most important tournaments in the CNZ calendar, with a long history and offering the opportunity for handicap play.

Regarding the format, the Swiss received generally positive feedback, although a certain amount of waiting around cannot be avoided (this is true for most formats). A Flexible Swiss format would not have been appropriate for this type of tournament as it would result in potentially a different number of games for each player.

It is unfortunate to see the negative feedback on refereeing - CNZ is committed to improving the quality of referees

We agree that the same hoops should have been used on all lawns that are part of the event. All CNZ events commencing from 2019-2020 season will be using Quadway hoops as standard.

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

CNZ Tournament Committee