

# 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:** Geoff Young GC Invitation

**Venue:** Manurewa Croquet Club

**Manager:** Cynthia Bates

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

Geoff Young Invitation									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2017/18	GY 17/18
Format	0	0	0	1	9	10	4.90	4.01	3.78
Number of Games	0	0	0	5	5	10	4.50	4.17	4.00
Manager	0	0	0	0	10	10	5.00	4.48	4.11
Lawns	0	0	0	3	6	9	4.67	3.95	2.11
Likely to attend this tournament again?	0	0	1	5	4	10	4.30	4.22	N/A
Likely to attend tournament in this location again?	0	0	1	4	5	10	4.40	4.10	N/A
<b>Total</b>	0	0	2	18	39	59	4.63	4.16	3.50

## Response to feedback

### Format - the following feedback was received

- *Best of 3 gives you a chance to improve against your opposition*
- *First time playing matches*
- *Well run tournament by Cynthia Bates*
- *But had to wait 3 hours for my third game on two hours*

### CNZ TC Response

Best of 3 has been generally well received by everybody and using it in the Invitations gives valuable experience of the format to many players.

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

- *A bit of a push on day one down principally to slow play by a couple of players*
- *Hard work but really enjoyed this format.*
- *There was some very slow play which meant a very late finish on the first day. Maybe 2.5 hour time limits should be considered.*

### **CNZ TC Response**

The manager has the power to impose a time limit on a match that is slowing down the progress of the tournament. However based on this feedback, and feedback from other events, CNZ will discuss the use of time limits for future events.

## **Lawns – the following feedback was received**

- *Excellent lawns, a credit to the club and those who maintain and prepare them*
- *Lawn 2 should never had been played on it was like a bog in one corner. It was eventually closed down about mid day Saturday after I had had 3 games in it. The surrounds needed a wider mown strip as grass was very long and spongy which made a awkward stance at times*

### **CNZ TC Response**

Overall the lawns received good feedback, as per the table on page 1. No lawn is perfect, and it sounds like the manager made a good decision to stop using lawn 2. A player may ask the opponent if s/he can move the ball in to avoid the bog area, or a boundary may be moved if this condition continued during the entire tournament.

## **Manager - the following feedback was received.**

- *Very well run with clear and concise information before and during the tournament*
- *The tournament was extremely well run .The manager did an excellent job*
- *this was the best run tournament I have ever been to. The manager was amazing and the club very hospitable. Everyone had a great time. The only fault was some players showing disagreement with referees decisions. I have seen this at other tournaments and feel the CNZ needs to send out a directive to say that the first offence is a warning that if it happens again it's game forfeiture. Referees should never be questioned and if they have a problem with the decision they should ask the head referee after the game.*
- *Cynthia and all Manurewa members made it an enjoyable experience, hospitality was way up there, no complaints at all*
- *Did a fantastic job.*
- *Cynthia and her helpers did a magnificent job.*

### **CNZ TC Response**

Thanks to Cynthia and the team at Manurewa. This is excellent feedback and reflects very well on the club.

With regards to players challenging referees' decisions – this is perfectly allowable as per the tournament regulations. There is an appeals process which should be followed.

## Other feedback

- *With a couple of slower players in the tournament it may have proved worthwhile to have a formula where games and a match must be played within a certain time. This is a format that has been used before. As it was I was left playing one of the slow players at 6.20pm on Day one when others had finished their 3 matches 3 hours before. A similar situation arose on Day 3 when I agreed with my opponent to abandon the last match as we would have been playing well after the prize giving. On this occasion it seemed due to a medical condition that arose for my opponent which of course was unavoidable and then other matches moved in order to keep the tournament moving. As it was the abandonment of the match did not affect any outcome of the tournament.*
- *Cynthia was a very good tournament manager and the Manurewa club members were particularly welcoming. As a first time invitee I was really touched by their encouragement, support and generous hospitality.*
- *There should have been more information about how the winner would be found. There was a little confusion with several players on the same number of wins then 2 on the same number of net games. It states in the Yearbook that once the "reserves list" is exhausted no more players will be added and yet 2 further players who were not on the reserves list were added to the event.*
- *This would have been the best run GC Invitation I have been to, Cynthia did a brilliant job, there were no issues whatsoever, if I could I would nominate her for volunteer of the year as she has not been playing that long and a lot of hours and effort was put in also we had an abundant of Referees which made a big difference.*
- *The rules re late entries was not followed. Disappointed that there were not more players on 2 or less handicaps.*
- *1. Would be good to have in writing the method for finding tournament placings of players so that EVERYONE knows what is happening 2. I think that a number of players (2 and under) would have loved to play but were not aware of the application process ( although I accept they possibly should have) - I personally know of 2 players on lower handicaps than players at the tournament who would have gone. Perhaps if clubs or associations put names forward there is less chance of people falling through the cracks*
- *The year book stated that once all the reserves where used there would be no additional players bought in this did not happen as there where 2 scratch players bought in which was a bit unfair. The spread of players over all invitations I believe was not even a bit more consideration to handicaps needed to be taken.*

## CNZ TC Response

**Adding additional players not on reserve list:** There was an option of playing with fewer players or adding ones to maximize play. It was decided to maximise the play by adding the players. Our understanding was that the names were misplaced and should have been on the list.

**Determining winner:** As per the tournament regulations, there are multiple ways to determine the winner of a Round Robin event. This should have been made clear at the start of the event to all players. If this was not done, then this was a mistake.

**Time limits:** CNZ will review this suggestion.

If you would like to provide further feedback in order to help future events, please email [croquet@croquet.org.nz](mailto:croquet@croquet.org.nz)

CNZ Tournament Committee