

# 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:** Yvonne Yeates GC Invitation

**Venue:** Epsom-Remuera Croquet Club

**Manager:** Nelson Morrow

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

Yvonne Yeates Invitation									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2017/18	YY 17/18
Format	0	0	0	1	4	5	4.80	4.01	3.80
Number of Games	0	0	0	2	3	5	4.60	4.17	4.40
Manager	0	0	0	1	4	5	4.80	4.48	4.00
Lawns	0	0	0	1	4	5	4.80	3.95	3.80
Likely to attend this tournament again?	0	0	0	2	3	5	4.60	4.22	N/A
Likely to attend tournament in this location again?	0	0	0	1	3	4	4.75	4.10	N/A
<b>Total</b>	0	0	0	8	21	29	4.72	4.16	4.00

## Response to feedback

### Format - the following feedback was received

- *Liked the best of 3 format and playing everyone*
- *I liked playing 3 matches a day*
- *Bo3 no time limit is fair but can lead to long waiting periods.*

### CNZ TC Response

N/A

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

- *It rained one day so we couldn't play some games*
- *6 not quite enough, 9 a bit much. 7/8 perfect. All possible with 3 x Bo3.*

### CNZ TC Response

N/A

## Lawns – the following feedback was received

- *Great quality. Excellent*
- *Nice and flat*
- *Lawns were OUTSTANDING.*

### CNZ TC Response

We appreciate it when players provide good feedback on the lawns – thank you.

## Manager - the following feedback was received.

- *Nelson did an amazing job organising the event and keeping in touch with players when there was heavy rain on the second day and play was delayed.*
- *Nelson did a great job*
- *Manager was also playing in the tournament which is not ideal. On the first day, lack of flexibility with lawn allocation meant long hold ups to play, even though lawns were empty. Bad weather on second day forced a more pragmatic approach and manager did a great job catching up delayed play in the available time and space.*

### CNZ TC Response

Thanks to Nelson – excellent feedback received and a job well done.

Invitation events are usually relatively straightforward to manage, with only a small number of players, and hence CNZ has decided that a full-time manager is not required in all cases. When players who are experienced managers in their own right are competing in the event, it makes sense to utilise their skills.

## Other feedback

- *Epsom Remuera have the best lawns I have played on.*
- *A really enjoyable tournament with strong competition. Again, Nelson did a great job managing and playing at the same time. The referees worked long days and were helpful as well. I liked the location which was convenient and easy to get to with lots of accommodation nearby.*
- *Do the invitationals have to take place simultaneously? I was asked to move up to the YY after a competitor had to pull out at the last minute and whilst I was very happy for the opportunity to get great game-improving play,(same thing happened last year) it meant I was once again very much out of my depth instead of being truly competitive. If the DD took*

*place before the YY, then any late vacancies could perhaps be offered to the top-finishing DDers.*

**CNZ TC Response**

We appreciate the suggestion of staggering the invitation events, however at this time we intend to play all the invitation events on the same schedule. Most players in the invitation events have to travel a long way to compete, and therefore holding the events in the same general location at the same time is the best way for filling any late withdrawals.

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