

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: 2019/20 Women's GC Champs

Venue: Heretaunga Croquet Club

Manager: Sheila Hurst

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

Women's GC									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2018/19	Women's GC 18/19
Format	0	1	4	5	6	16	4.00	4.24	4.13
Number of Games	0	2	1	9	5	17	4.00	4.22	4.13
Manager	0	1	0	3	13	17	4.65	4.47	4.44
Lawns	0	0	0	2	14	16	4.88	4.07	4.44
Likely to attend this tournament again?	0	0	2	7	8	17	4.35	4.25	4.67
Likely to attend tournament in this location again?	0	0	2	8	6	16	4.25	4.19	4.69
Total	0	4	9	34	52	99	4.35	4.24	4.41

Response to feedback

Format - the following feedback was received

- *format should depend on number and handicap of entrants*
- *First day of block was ok however would have preferred a round robin format for silver group instead of best of 3 (x, y, z format.) Having travelled would have enjoyed playing against 7 others rather than 3 players*
- *Was well run*
- *After playing in the pool section I played the best of 3 games, this meant that over the course of the weekend I only played 7 women instead of the 11 I could have played.*
- *I always like how this event is set out, and liked how the quarters, semis and finals were all best of 3 games which gives both parties a fair chance.*
- *It was well run and a good number of games per day*

- *At the end of block play the format of the Silver Section was changed from a block of 8 single 13 point games with the first game on Saturday to an XYZ KO with best of 3, 13 point games without any consultation with the players. One of the reasons I travelled so far for this tournament was the opportunity to play against as many new players as possible, changing this format reduced the number of people I played against from 10 (11 if I had been in a block of 6) to just 6 which was a big disappointment.*
- *Gold/Silver/Bronze a fair way of competition*
- *It was tough that pools had to be decided on net hoops*

CNZ TC Response

Best of 3: It is correct that the initial intention was to play silver section as single games. This was agreed between the manager and members of the Tournament Committee (TC). The TC spoke to the manager and were advised that the format was changed due to player feedback at the time and a consensus of wanting to play best-of-3. It is perfectly acceptable for the manager to manage the event as she sees fit; however, we also appreciate from the above feedback that not all players were happy with the change.

Net hoops: this is not a perfect solution for determining block qualifiers, but given that this event was only 2 days long (with no time for playoffs), it is a perfectly acceptable solution for golf croquet.

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

- *not a problem*
- *Played 8 first day however only 4 on second - 6 would have been better*
- *6 games in the heat was enough*
- *The number of games played was well thought out and playing the quarter final match on the Saturday was also a great choice.*
- *It was a pretty standard number of games compared to other tournaments.*
- *I was not allowed to complete my 3rd game of my first best of 3 match as it was 6pm when game 2 finished. I am not sure why this decision was made as there was another game still going on that was not yet at hoop 4 and the referee of that game was happy to stay until we were finished. We were not playing on the greens that were to be mowed that night. I was just told to turn up at 8am the following day. This meant that other players had long delays on Sunday waiting for our games to finish.*
- *I played 6 on day one due to a bye in the section and the best of 3 going to 2. In theory it could've been 8. Wdve preferred 7 or 8 but that was just the luck of the draw. Day two was 6 games due to Bo3 going to 3 each time. All mammoth games - more than enough!*

CNZ TC Response

CNZ policy is to try and provide approximately 6 games (or more) per day. Although this was achieved on average for many players, due to the change in format of the Silver section, some players experienced fewer games on Sunday than expected. The manager advised that the consensus among Silver block players was to play bo3, and the nature of bo3 means that the number of games is unpredictable.

Lawns – the following feedback was received

- *the lawns were great considering the weather of late*
- *Great lawns - enjoyed playing on them*
- *The lawns were great*
- *Great job by grounds men, I really enjoyed playing on these lawns.*
- *The lawns were AMAZING! Well done to the lawns team!!*

- *Lovely lawns, some variation in speed but mostly quite fast.*

CNZ TC Response

Thanks to the Heretaunga club for providing excellent lawns.

Manager - the following feedback was received.

- *Sheila was magnificent...she had everything under control from the word go.*
- *Changed format without consultation of players. Otherwise did well keeping games organised.*
- *The manager did a great job*
- *Calm, approachable, efficient, funny*
- *Sheila did a great job running the event.*
- *She was nice but kept everything running smoothly.*
- *As above, also the knock up on Sat was extremely short for some players (less than 3 minutes) as no allowance was made for players new to the venue to find where their green was. The tournament was also late starting on the Saturday.*
- *Very efficient, very resilient, good-humoured and friendly.*

CNZ TC Response

Thanks very much to Sheila for managing the event. Based on the feedback above, she has done a fantastic job.

Any other feedback

- *Although I Strongly Agree, if held in the South Island it would depend on where due to travel and costs.*
- *I strongly agree that I will play again in this tournament, but I may not be able to play if it is in the South Island as proposed. I think somewhere more central like wellington would be more accessible for more people.*
- *First time playing a croquet tournament of this calibre out of Auckland and I had an excellent time. Well done all.*
- *The winner of the 3+ most index points gained was a person who had their handicap reduced from an 11 to a 9 on the first day of play without winning any games. This gave them the unfair advantage of gaining index points over those who had won a number of games and completed all rounds of the tournament.*
- *This was a very well run tournament with a great atmosphere. Unfortunately cannot attend if in the Sth Island*
- *Cost becomes a factor when travelling to smaller regions - flights, accommodation and rental car*
- *Referees were not really up to scratch for this tournament*
- *Due to the travel I had to get to this tournament I would have preferred the opportunity to play more women. Playing the best of 3 games means a lot of sitting about waiting for games to finish if yours finishes quickly... I had 3 hours wait on Sunday between play as I waited for my next opponent... not very fair.*
- *Hoop running seemed difficult for many - probably spooked by how tight they were for GC and probably fixed by a confident follow through. :)*
- *I think the timing of this tournament needs to accommodate as many people as possible of all ages. I preferred it at the start of October as done previously. Hawke's Bay is a harder place to get to for some people. Overall a great tournament and nice to see so many people.*
- *Please pass on to the team at Heretaunga what an amazing tournament it was. Very well run, immaculate lawns and lots of great food. I'll be back!*

- *Although I am very likely to attend at this venue again the price of flights/travel needs to be considered when selecting venues for tournaments open to players from across NZ. This is likely to become more of an issue now that Jetstar have pulled out of some of the regional routes and AirNZ are likely to increase their prices. It would also help if the dates of tournaments were advertised further in advance so there is the opportunity to book cheaper fares. I was surprised to see 2 referees touch and move balls when they were marking them and one told me that my opponent had committed a striking fault which I didn't understand as it isn't in the current rule book. The catering was great, especially the provision of gluten free and special diets. It was VERY hot on the Sunday so it was very good that cold bottled water was offered to the players. Pressure was also put on one of the younger players in the Gold section by a very experienced player who had not done as well as she expected to change their game from a best of 3 to a single 19 point game as she wanted to get home. I alerted another senior player to this conversation and she intervened and told them that they needed to stick to the best of 3 format, if she hadn't intervened to younger player would have agreed to change even though it was obvious that she didn't really want to do this.*
- *Really appreciate that Phyllis and Dallas would give up an extra day of their time to give an excellent coaching session.*
- *This was a lovely event with a great mix of competitors. Very supportive atmosphere for the upcoming young women and newer players generally. I was concerned to hear the manager had received an email during the event from a member of the tournament committee apparently questioning a decision about the format of one section. She was the person in charge, dealing with the situation and the players, and it was quite disheartening for her to have her decisions questioned from afar.*
- *I was disappointed by the standard of dress by some players. I believe very short shorts are more suitable in a casual setting, not a national tournament. Croquet New Zealand Code of Conduct 3.2 states that "Players are encouraged to dress smartly and appropriately when competing in tournaments" I realise that this is subjective so perhaps the guidelines need to be more specific in regard to a dress code.*

CNZ Response

Location: This event is held in the North Island for 2 years, and every 3rd year is held in the South Island. Consequently, it would be very expensive for South Island players to travel every year, and therefore unfair to hold this tournament in the North Island all the time. This is a national event and as such it should get exposure to different clubs and locations. It is unfortunate if players are unwilling to travel sometimes to compete in a national tournament.

Dress: The respondent is correct in stating that smart dress is subjective. CNZ CoC 3.2 also states that croquet sport clothing is "clothing suitable for playing sport". Croquet is a serious sport and the majority of sportspeople (including croquet players) compete in shorts, and it seems entirely appropriate to do so.

3+: We have been in touch with the manager about this and also requested and reviewed copies of relevant AHS cards from players – we have found there were issues in the calculations used to award the 3+ event. We have fed this back to the manager and apologise to the players involved.

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

CNZ Tournament Committee