

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 North Island AC Champs

Venue: Mt Maunganui Croquet Club

Manager: Geoff Young

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

NI AC									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2018/19	NI AC 18/19
Format	0	0	0	6	7	13	4.54	4.24	4.25
Number of Games	0	0	0	5	8	13	4.62	4.22	4.25
Manager	0	0	0	4	8	12	4.67	4.47	4.83
Lawns	0	0	0	5	8	13	4.62	4.07	3.25
Likely to attend this tournament again?	0	0	1	8	4	13	4.23	4.25	4.08
Likely to attend tournament in this location again?	0	0	1	6	6	13	4.38	4.19	4.08
Total	0	0	2	34	41	77	4.51	4.24	4.13

Response to feedback

Format - the following feedback was received

- *Would have been better to finish together*
- *Format gave all players a reasonable number of games each day.*

CNZ TC Response

Sorry we are unsure what is meant by "would have been better to finish together" so cannot provide a response to this.

Number of games per day – no feedback received

Lawns – the following feedback was received

- *Lawns volunteers were under the pump - great effort*
- *A tad slow*
- *A lot of work had been put into the lawns by the club members.*

CNZ TC Response

Thank you to the Mt Maunganui Club for the work they do to provide the best lawns possible.

Manager - the following feedback was received.

- *Management / Participants all experienced; Ran itself. Could not have happened without volunteers.*
- *Everyone seemed happy with the managers decisions.*

CNZ TC Response

Big thanks to the manager and volunteers who worked together to ensure a smooth and successful event.

Other feedback

- *Very well run tournament, lawns were good to play on, competition was strong, well umpired.*
- *Location was good as it was reasonably central for all players*
- *Would have liked to see more young players at this tournament. The prize money was disappointing, as would have thought that a second placing would at least return the entry fee. However we don't play croquet for monetary gain.*
- *An excellent and enjoyable tournament at a great venue. Thank you to Mt Maunganui and to Geoff Young for his management.*
- *All players in the 0 to 3.5 handicap range need coaching from Greg. The player's skills do not match their handicap.*

CNZ TC Response

Thank you for the mostly positive feedback.

To the point about prize money – CNZ had been operating at a loss for a number of years and recently made a number of changes to address this. As a result, prize money has, on the whole, been reduced – however we are always willing and eager to obtain sponsorship for events, which could in turn lead to more prize money – if respondents have any ideas on this and suggestions about who to approach, please contact CNZ.

Regarding the point about handicaps – we use the AHS which should automatically correct players' handicaps over time, on a comparative scale. If players are playing above or below their current handicap level, the system will correct this. It should not only up to Greg to provide coaching – if senior players feel that junior players could benefit from coaching, they should provide it and not just wait for it to happen.

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

CNZ Tournament Committee