

# 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:** 2020/21 Yvonne Yeates Invitation

**Venue:** Park Croquet Club

**Manager:** Eileen Judd

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

YY									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2019/20	YY 19/20
Format	0	0	0	3	5	8	4.63	4.38	N/A
Number of Games	0	0	1	5	2	8	4.13	4.37	N/A
Manager	0	0	0	2	5	7	4.71	4.50	N/A
Lawns	0	0	1	2	5	8	4.50	3.98	N/A
Likely to attend this tournament again?	0	0	2	2	4	8	4.25	4.09	N/A
Likely to attend tournament in this location again?	0	0	0	4	4	8	4.50	4.02	N/A
<b>Total</b>	0	0	4	18	25	47	4.45	4.22	N/A

## **Response to feedback**

### **Format - the following feedback was received**

- 3 best of 3 is manageable by both players and management
- However when someone thinks he has the authority to change the format because it may rain, I object. I played 2 extra games that should have been played the following day.
- 3 matches a day for 3 days works well

#### **CNZ TC Response**

It is entirely appropriate for the manager of the event to enforce a format change due to weather or other unforeseen circumstances. This was done at both the Don Reyland Stars and Duncan Dixon Invitation.

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

- It made sense to play more games on the first days, considering the weather forecast
- Best of 3 games can be variable from a minimum of 6 games to a maximum of 9.
- Should have played eight but played ten.
- Were made to play more on day one because they were worried the weather may pack in

#### **CNZ TC Response**

Flexible management of the event to ensure it finishes often requires more (or fewer) games on a particular day. CNZ supports the decision.

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

- Lawns were fantastic, full credit to the grounds staff.

#### **CNZ TC Response**

Thanks to Park CC for continuing good feedback on the lawn standard.

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

- An excellent manager
- Very experienced manager, unflappable.
- she was very well organised and pleasant to work with

#### **CNZ TC Response**

Thank you Eileen!

### **Other feedback**

- A welcome organised event. The club made us very welcome
- Depends on location.
- I look forward to playing the Open at Hawera next season.
- was very concerned to hear from the player, that another player made very unsuitable comments about their weight during the the match, they were very upset and this is totally inexcusable behaviour from a person who should know better and is a representative of CNZ

### **CNZ TC Response**

CNZ does not tolerate harassment in any form. If the player in question feels they have been harassed, we ask them to please raise this with CNZ on the email address below.

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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