

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: 2021/22 Arthur Ross Memorial Event Handicap Singles Final

Venue: Rangatira Croquet Club

Manager: Michael Hardman

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

Arthur Ross									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 20/21	Arthur Ross 20/21
Format	0	0	1	0	5	6	4.67	4.19	NA
Number of Games	0	0	0	3	3	6	4.50	4.22	NA
Manager	1	0	0	2	3	6	4.00	4.56	NA
Lawns	0	4	0	1	1	6	2.83	4.01	NA
Likely to attend this tournament again?	1	0	1	2	2	6	3.67	4.04	NA
Likely to attend tournament in this location again?	0	1	2	1	2	6	3.67	4.08	NA
Total	2	5	4	9	16	36	3.89	4.18	NA

Response to feedback

Format - the following feedback was received

- Well suited to a field of 14
- There were no byes and everyone played 7 games.
- Excellent format with 14 players, blocks 7 games over 2.5 days with top 2 from each block going through to semi-finals.
- The double block format was good in that it meant there were no byes but it made it a bit confusing as to who went through from what group
- good idea so 14 could play 7 games without a bye

CNZ TC Response

N/A

Number of games per day - the following feedback was received

- Made for long days, but as expected.

CNZ TC Response

N/A

Lawns – the following feedback was received

- Sadly lacked normal watering, but this was due to water restrictions so no fault of club.
- The club is undergoing water restrictions; however, special compensation should have been requested. There were many bare spots and uneven surface.
- Rangitira CC did a fantastic job getting lawns up to speed for this event, as the venue can get changeable weather conditions/
- The lawns were nowhere near true and it made it very difficult in some situations to play croquet the way that should have been possible
- in the middle of a drought with a ban on watering the lawns were as good as can be expected
- They were fast and uneven but every player had this issue so not really a complaint. Hoops could have been a bit more level perhaps

CNZ TC Response

It is somewhat surprising that there is so much feedback around lawns being too fast/dry. As NZ's national handicap singles event, clubs are encouraged to provide fast lawns. We understand that the lawns at Rangitira were playing between 10-11 seconds, which is around the minimum expected speed for an event of this calibre.

Manager - the following feedback was received.

- Very attentive to all details.

- No communication to me as a player prior to the tournament. I had to double bank more than anyone else - every game except two. Was told that everyone would double bank 3 or 4, and when told it was my fifth, his response was: "Your game doesn't matter." What a thing to say to a player. He also talked majority of the time to the referees who were all huddled in between two lawns, instead of having the referees spread out over the 5 lawns. Played on the same lawns nearly every game. He said it was too hard to figure out how to rotate players. Not impressed. This was the first time I'd played when he managed and was expecting him to do a better job.
- Fantastic manager with lots of experience.

CNZ TC Response

As evidenced by the feedback table on page 1, this is very positive feedback overall about the management. Well done and thanks to Michael for his efforts once again. We understand that the manager advised that double banking would be "on lawns 3 and 4", not that players would have "3 or 4 double banked games". In any case, double banking is a normal part of playing croquet.

Other Feedback

- It is very far to travel: 11 hours travel time each way. Lawns were fast, which was good, but not in good shape.
- Someone else in my club will qualify next time! I will be very happy to attend again if selected.
- The only issue that players experienced and commented on was the time it took to attract a referee. Given the lawn configuration, referees should have been seated at the middle lawn in each of the two blocks.
- I was impressed with the level of play of the players. Most put out breaks, which is more fun. Hospitality was very good. Local people were wonderful. Annabel was a very good referee. I would hesitate entering a tournament if under the same manager.
- I wish we could have more CNZ events at Rangatira as this venue is one of my favourite croquet clubs to play at. Long may we continue to visit Dannevirke.
- Very helpful refs, friendly fellow players, excellent refreshments.

CNZ TC Response

Given that this is the national final and involves players from all of the NZ associations, it's a given that it will be far to travel for some competitors.

If you would like to provide further feedback in order to help future events, please email

croquet@croquet.org.nz

CNZ Tournament Committee