

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: 2021/2022 Terminator Mallets U21 GC Championships

Venue: Heretaunga Croquet Club

Manager: Neil Armitage

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

| U21 | | | | | | | | | |
|---|------------|-----|----|-------|-----------|-------|-----------------|------------------|-----------|
| | Str Dis | Dis | OK | Agree | Str Ag | Total | Weighted Avg | CNZ Avg 20/21 | U21 20/21 |
| Format | 0 | 0 | 1 | 8 | 2 | 11 | 4.09 | 4.19 | 4.13 |
| Number of Games | 0 | 0 | 0 | 4 | 7 | 11 | 4.64 | 4.22 | 4.13 |
| Manager | 0 | 0 | 0 | 2 | 9 | 11 | 4.82 | 4.56 | 4.13 |
| Lawns | 0 | 0 | 5 | 6 | 0 | 11 | 3.55 | 4.01 | 3.38 |
| Likely to attend this tournament again? | 0 | 0 | 0 | 5 | 6 | 11 | 4.55 | 4.04 | 3.43 |
| Likely to attend tournament in this location again? | 0 | 0 | 0 | 4 | 7 | 11 | 4.64 | 4.08 | 3.71 |
| Total | 0 | 0 | 6 | 29 | 31 | 66 | 4.38 | 4.18 | 3.82 |

Response to feedback

Format - the following feedback was received

- It was easy to follow, and I understood each action I was supposed to take
- not a fan of the knockout but the block games were good
- singles knockout draw was done incorrectly
- Was good that format changed to single 13 point games in block play.

CNZ TC Response

The knockout draw was incorrect; this was due to human error and only discovered after the first round of the KO had been completed.

Number of games per day - the following feedback was received

- At first I wasn't used to the number of games but I got used to it over the weekend
- finished at a reasonably good time each day
- Great amount
- Was the right amount

CNZ TC Response

N/A

Lawns – the following feedback was received

- There were some patches and waves in the lawns, but it rarely affected my play
- some lawns were a bit bumpy but definitely playable
- A few bumps, a little slow from the recent rain and the hoops seemed easier to run, but that's all part of the challenge
- The hoops were usually pretty wonky but overall nice lawns

CNZ TC Response

Many thanks to Heretaunga for hosting the event!

Manager - the following feedback was received.

- He explained clearly and answered all my questions, giving me a good experience
- Neil did a great job
- Neil always knows what he's doing, and importantly isn't afraid to listen to players' questions. Always good to have him managing an event.
- Neil was a great manager and very nice

CNZ TC Response

Fabulous feedback Neil - many thanks.

Other Feedback

- It is becoming harder and harder to get to tournaments now as there is a lot more cost involved
- food was great
- Overall a fantastic tournament with only minor issues compared to those recently. In particular, the standard of refereeing and quality of management were outstanding. No complaints whatsoever
- Prize money? It's also concerning to see not a lot of new players in a couple of years time there will only be 4 players from the previous tournament there and there is no drive to bring new players in should they youth squads come back into play here should some more funding be put into the coaching or help players travel???

CNZ TC Response

Among many other things, and not for any lack of trying, youth squad development plans have been severely affected by COVID over the past couple of years. Youth squad and secondary schools coaching activities should return once again post-Pandemic.

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

CNZ Tournament Committee