

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 Arthur Ross Memorial Event Handicap Singles Final

Venue: Leith CC

Manager: Ngaire McKenzie

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 2018/19	Arthur Ross 18/19
Format	0	0	1	2	2	5	4.20	4.24	4.00
Number of Games	0	0	0	2	2	4	4.50	4.22	4.57
Manager	0	0	1	2	1	4	4.00	4.47	4.71
Lawns	1	0	0	2	1	4	3.50	4.07	3.00
Likely to attend this tournament again?	0	0	3	0	2	5	3.80	4.25	4.29
Likely to attend tournament in this location again?	0	0	1	1	3	5	4.40	4.19	4.29
Total	1	0	6	9	11	27	4.00	4.24	4.14

Response to feedback

Format - the following feedback was received

- *It gave the maximum number of games*
- *Starting out w/ block play is a good way to settle into the tournament.*

CNZ TC Response

N/A

Number of games per day – the following feedback was received

- *3 three hour games per day was a good amount of play.*

CNZ TC Response

N/A

Lawns – the following feedback was received

- *Most of them were fine. Some were a bit uneven in speed.*

CNZ TC Response

CNZ received regular updates from Chris the Leith CC greenskeeper as to progress of the lawn maintenance. It was clear to see the amount of work that was put in to provide high quality lawns for this event and CNZ are very appreciative of this – many thanks.

Manager - the following feedback was received.

- *a novice manager who constantly consulted others*
- *The manager sent basic information prior to the tournament. Some areas she was explaining were a little confusing.*

CNZ TC Response

Many thanks to Ngaire for her management of the event. As per the grid above, she did a good job.

Managers only gain more experience through managing tournaments and we hope Ngaire will manage more events in future. Consulting others is part of the learning experience.

Other feedback

- *players who withdraw from an event for whatever reason leave the manager in an awkward position.*
- *It was a pity that the badges that finalists have received in the past were not available to be presented. I hope that these are still a thing.*
- *Eleven players is a tough number for a tournament but the format provided enough games for everyone.*

CNZ TC Response

We are unsure what badges the respondent is referring to. The yearbook does not refer to any badges to be given to finalists. Please contact CNZ if further clarification is required.

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

CNZ Tournament Committee