

# 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 Don Reyland Stars

**Venue:** Rose Gardens 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.

DR Stars									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2018/19	DR Stars 18/19
Format	1	2	3	2	4	12	3.50	4.24	4.50
Number of Games	0	4	1	5	2	12	3.42	4.22	3.25
Manager	2	0	0	2	6	12	4.00	4.47	4.75
Lawns	1	3	4	4	0	12	2.92	4.07	4.50
Likely to attend this tournament again?	0	1	5	5	1	12	3.50	4.25	4.00
Likely to attend tournament in this location again?	1	1	2	4	1	9	3.33	4.19	4.33
<b>Total</b>	5	11	15	22	14	69	3.45	4.24	4.23

## Response to feedback

### Format - the following feedback was received

- *Trying to play that number of untimed games in one day with two lawns double banked was not really very sensible*
- *to many games for the two days*
- *everyone should have played all entries.*
- *would have preferred to play each player in the field once*
- *I liked it how we all were going to play everyone once*
- *the round robin was good in theory but not in practice*
- *the attempt to play everyone was a good idea, even though we didn't have time*
- *However maybe a time limit would have provide more certainty of start and finish times to allow original format to be completed*

### **CNZ TC Response**

Thank you for the feedback – it is noted for future years. 8 games in a day is not an unreasonable number, but time limits may be a requirement when the lawns are fast. The manager adapted the format well in order to reduce the games required for day 2.

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

- *could have played more, there were empty greens for long periods*
- *It did get a little bit tiring towards the end*
- *in this instance 15 games in 2 days was beyond the limit*
- *Most people play a few games per day so to try and play eight games unreasonable*
- *though it was so hot I am still suffering from bruised feet that swelled to larger than my shoes!*
- *the 8 games scheduled with no time limit was unrealistic*
- *Second day was fine - kudos to the tournament manager - he did a great job anticipating the number of games issue and have two sections hidden in the main draw!*

### **CNZ TC Response**

As with the feedback regarding format - 8 games per day in GC is not an unreasonable number. It is inline with CNZ policy to try and provide 6+ games per day. However GC should not be an endurance sport, and the feedback from the players above is generally of the consensus that there was too much play.

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

- *the lawns cut at 4.5 mms with no watering were difficult for most of the players to handle , especially some of the higher handicappers ,*
- *not their fault, the greens were not good, the drought etc was the cause.*
- *fastest lawns I've played on.*
- *Some lawns could be better*
- *very dry and fast, everyone played on them so all was equal*
- *Running at under 13 sec*
- *much faster and dryer than mine but we all had to adapt to the conditions*
- *Surfaces were extremely variable in places*

### **CNZ TC Response**

Croquet is meant to be challenging but not a test of strength. Many thanks to the Rose Gardens club for providing the type of lawns that CNZ strives to provide for all events.

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

- *given the playing conditions and being forced to alter the format on the second day he did an excellent job*
- *not the managers fault, there wasn't much input from club members, unlike Morrinsville where most of the club were involved.*
- *very smooth, and approachable*
- *It was well organised*
- *Manager anticipated constraints to the RR so had a plan B*
- *well planned, very clear instructions, lots of refs, clever underling blocks so we could finish differently on Sunday from the planned 15/16 games*

### **CNZ TC Response**

This is excellent feedback – good job Michael. Good job on adapting the tournament format to suit the playing conditions.

## Other feedback

- *Did we really have to break for morning and afternoon teas?*
- *GC as a game at this level eg. some 6, 7, and above players should be played on a surface that allows a reasonable control of the ball this was not the case , otherwise a great tournament , well run good catering and all games played in a very good spirit.*
- *At Morrinsville players could buy their lunch from the club, at Palm North, we couldn't. Ann Corey a visitor from Waihi and President of the Waihi Club, asked for a cup of tea...she was told it would be \$5, bit mean I thought. It was free at Morrinsville*
- *impressed at how friendly the event was.*
- *Just thanks to all involved, tea makers and spectators as well as manager and his team.*
- *This was my first N Z tournament and I thoroughly enjoyed the experience of playing and meeting fellow competitors. Kudos to all those involved in organising and running the event.*
- *again I would have liked to play all representatives. I was told I had won my section, I didn't know I was in a section!. On a positive note it was nice meeting all the reps, and meeting Don Reyland..*
- *It is highly unlikely that I'll be selected next year! Now that I have told fellow members what a good time I had way more people will enter our association's play off*

## CNZ TC Response

Clearly \$5 for one cup of tea is too much. The clubhouse fee is at the discretion of the club, but the amount charged should reflect the value of what is being offered

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