

FEEDBACK ABOUT THE ROOKIE EVENT AT THE GOLD COAST CONGRESS IN 2013

Email to feedback providers issued on 16 March 2013.

Thank you for providing feedback in regard to your experience in the Rookie Novice Pairs section at the recent Gold Coast Congress. I appreciate you taking the time to do this as it will help us identify procedures/ practices which may be improved in future tournaments.

Both the Summer Festival of Bridge and the Gold Coast Congress trialled events specifically for newer players in the hope of attracting more people to future events. The goal was to create a supportive, learning environment so that you would achieve the most enjoyment possible from your sport.

Some observations from feedback received:-

- ⇒ It is unfortunate that 'crookies' (*ie people with lots of social experience but few masterpoints*) played in the event but, as some of you observed, I am not sure how the organiser can stop this occurring in future. The 'up' side is that the rookie event is intended to welcome our new players to competitive play in a learning environment and playing stronger players, whilst not in the spirit of the event, will nevertheless expose you to different systems and styles of play. Perhaps we can stress for future competitions of this type that they are intended for new players to the sport.
- ⇒ The pace of the rookie event was slower than would be permitted in other competitive environments. This was allowed at the Gold Coast as the over-riding objective was to ensure that new players learnt about gold point events in a supportive environment. A 'learning' from the SuperNovice event at the Summer Festival of Bridge held in Canberra in January was that the pace of the event was slower than other sections. Extra time was allocated at the Gold Coast as we are keen to ensure that people who are just *starting out* are not made uncomfortable and stressed when competing in these events. Rather, we want to prepare you for the more advanced sections of play but we do not want to make new players feel intimidated in any way.
- ⇒ It is pleasing that you appreciated the volunteers who were on hand to support you with any queries you may have had. However, we agree that we could have done more with the Novice players and this is something we are going to build on for next year.
- ⇒ We are glad that you found our Directors friendly and helpful. In our view, all our full-time congress Directors are very competent and possess excellent people skills. Hopefully, as you progress through the different categories of play at major events, you will find this applies at all levels. A few of our most experienced congress Directors are regularly called on to work at International competitions and it is easy to see why!

- ⇒ We are also glad that you found the debriefing sessions by experts helpful – also glad that it made you feel special. This is something we will continue to provide at future events.

- ⇒ It is wonderful to hear that you will be encouraging other members at your club to join in the competition next year. Word of mouth is a very effective way to increase numbers at future events and your assistance in this is most appreciated. We are keen to 'grow' the number of new players participating in all our competitions.

Again, thank you for taking up my invitation to provide feedback. We are keen to continuously improve our tournaments and appreciate hearing from competitors. Should you have any further comments or suggestions please feel encouraged to let me know.

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