



## 2010 TBNZ National Teams Champs Tenpin Lincoln Road, Auckland, April 2-4

### Manager's Report

I accepted the role of Manager for the Wellington Rep teams Black and Gold (26 bowler's) because no one had applied or volunteered for the position, and I was asked.

I had just finished completing the TBNZ Manager's course so I thought I was equipped to do this. Especially bringing my team leader administrative knowledge and skills to the position.

... oh I misjudged that!

I have my Team Manager Certificate yet the course in no way near prepared me for the volume, time and stress that the role put me through and the resources that I would need.

So began my journey.

#### Overall

The result was not what we had hoped for and it is now obvious that the squad were not prepared for the conditions. We all felt disappointed in not bringing home a medal but what we learned from the experience will prepare us all for the future! Overall the team presented themselves with pride and good sportsmanship.

The results from the tournament can be viewed on [http://www.tbnz.co.nz/results/2010/ntc/adult\\_teams.htm](http://www.tbnz.co.nz/results/2010/ntc/adult_teams.htm).

I wish to acknowledge with heartfelt thanks to Linda, Ivena and Allan who respectively gave me the support, guidance, mentoring and advice that I needed to get the job done. Especially to my partner Hamish, without him I would have fallen over many a time.

**Coaches** – Now that I've seen the 'inside' of the coach's world, the volume of work that was needed in coaching 24 bowlers was mind-blowing – I cannot stress enough from what I witnessed, how much time, work and commitment was involved – Allan and Ivena are legends for accomplishing what they did.

I felt privileged to be part of the support team for Allan and Ivena. They worked tremendously hard and as time passed I found myself in awe and total admiration for what it was that they did. Plainly I could see that they respected and cared about the bowlers; being unconditionally dedicated to the squad and sharing their cutting edge knowledge and skills. They were amazing mentors.

I was very happy with their performance and enjoyed the journey working with them.

**Coaching clinics and Bootcamp** – The level of the bowler's commitment across the teams varied greatly. Some had not comprehended or understood the level of commitment that was needed; some were unable to participate as they were harbouring injuries.

What I saw was that the coach's coordinated bowlers into groups and were given techniques to use and practice with. The bowler's appeared keen and eager to learn. One disappointing factor was the bowler's were given homework – drills to practice – and asked to hand them into Allan within a given timeframe. Not all bowlers did this within the given timeframe.

**Team culture** – There was definitely a friendly and supportive atmosphere around the bowlers. I did not sense any disrespect towards each other or bullying of any kind. What I did see was some bowlers struggling with their bowling but the experienced bowlers stepped up to help out and support the development team, sharing their knowledge and skills. I saw laughter, individuals drawing people in with their lane dancing and giving each other support when needed; the team had great etiquette and there's evidence that they cared about each other. Then came the frizz-bee and hacky-sac which kept everyone on their toes and was a fun way to ease the nerves.

**Administration** – From an administrative point of view, there were no serious issues and I felt everything once in place went to plan.

However, being a new manager, I had hoped to have been offered an induction; and on arrival at the tournament an induction to the Centre ie how the lane console worked, where the first aid kit was located (although we carried a general kit, not all teams do).

**Being the Manager** – I enjoyed the experience of managing the rep teams. The hard work, stress, and sacrifices seem now to be a thing of the past. I warmed to the squad and found everyone a pleasure to deal with and enjoyed their company.

I felt very proud in that I had other bowlers and managers approach me at the tournament to acknowledge the Wellington team's good sportsmanship and etiquette.

I have two strong **suggestions**

- 1 Manager's duties, point 11 be reviewed and more clearly defined.

Some of the tasks that the manager is expected to do seemed odd to me – ie wash the team uniforms. I would accept this for a youth group, but adults should be able to look after themselves?

We also found it appropriate for the bowler's to supply their own refreshments and meals which everyone was happy with.

- 2 Manager's must sign the Code of Ethics Agreement Form.

## Summary

<b>Entry fees</b>	Fundraising, a partial grant from Endeavour Trust and top up from WCBA allowed us to have the entry fee's paid on time.
<b>Airfares</b>	Making the decision to fund travel individually was a master stroke. It allowed individuals to arrange their travel needs immediately; to purchase cheap airfares and removed the complication of funding rules.
<b>Accommodation</b>	Thank you to Pub Charity who gave us a partial grant for accommodation. My thoughts are that the accommodation should have been tentatively booked as soon as TBNZ announced where the next tournament was going to be held. For a group of 26 bowler's plus whanau support, it was difficult to find accommodation that could accommodate us all.

<b>Grants</b>	The rep team was very lucky in that Ian Klein headed this. Due to his commitment, dedication and persistence in submitting grant applications – he was successful. His knowledge is priceless. On behalf of the team I would like to thank Ian for his dedicated work, plus Endeavour Trust and Pub Charity for their grant funding.
<b>Coaching fees</b>	<p>The bowler's collectively paid \$390 towards coaches' administration costs. This worked out to \$15 per bowler for the entire 2010 NTC season. Although this is what was invoiced to me, in my opinion this was totally under-costed.</p> <p>The impact on Allan and Ivena's personal life was enormous (I witnessed this). I would compare it to having a second unpaid job, such is the time, resources and effort required. We took so much for granted never fully understanding how much Allan and Ivena's lives were disrupted and what they sacrificed to achieve the teams goals.</p>
<b>Vans</b>	The conditions of the vans were okay for what we paid for them. We hired three vans and three trailers for 31 people. Pick up and drop off was convenient and hassle free. I was very thankful to Vanessa, Wayne and Stuart who sacrificed their time to be our designated drivers for the vans.
<b>Uniforms</b>	<p>Thank you to the Pub Charity who gave us a grant for the uniforms.</p> <p>My assistant manager, Linda George, liaising with Ivena and feedback from bowlers, organised the design, sizes, ordering and distribution of the team shirts. There were a few issues from the manufacture along the way but this was ironed out quickly.</p> <p>We also had the opportunity to purchase team coloured jackets from Eagar for Leisure Ltd – thanks to Linda organising that for us.</p> <p>The Wellington Rep team kitted out in uniform looked stunning!</p>
<b>NTC</b>	<p>Danny Jamison should be acknowledged for the fantastic job that he did as Tournament Director. He ensured that rules were enforced, he made himself accessible plus took responsibility for issues that arose. He kept all the managers well briefed and communicated changes and information regularly. He fast became a trusted figurehead for the tournament.</p> <p><b>Good things</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> I had fun, and thoroughly enjoyed being with the squad!!!</li> <li><input checked="" type="checkbox"/> Having our development squad (Gold) experience the tournament.</li> <li><input checked="" type="checkbox"/> The manager's meeting brief before the tournament started.</li> <li><input checked="" type="checkbox"/> The tournament programme that was given to bowlers and management was AWESOME!!!</li> <li><input checked="" type="checkbox"/> Although the Wellington squad did not place well, I received feedback from some of the bowlers that they enjoyed the tournament and indicated that they looked forward to trialling out for the next rep team.</li> <li><input checked="" type="checkbox"/> Danny Jamison as Tournament Director.</li> <li><input checked="" type="checkbox"/> Tournament kept to schedule; information was disseminated regularly; Sunday started early to accommodate banquet evening. Nothing appeared rushed.</li> </ul>

	<p><b>Not so good things</b></p> <ul style="list-style-type: none"> <li>❑ Water from the air-conditioning air vents dripped into the bowler's area creating a hazard. A towel was placed on the floor to soak up the drips. This was a hazard and distraction to the bowlers.</li> <li>❑ Did not know the use of the lane console until the second day ie buzzer for lane issues, phone for score correction – can not recall this being mentioned at the Manager's meeting.</li> <li>❑ There were three lanes that I know of that were not keeping accurate scores. Some of our bowlers witnessed Waitakere scores being incorrectly recorded, which Waitakere saw, and Waitakere did not draw it to the attention of their opposition for correction.</li> <li>❑ Ordering of food – first day we were kept waiting while the order was sorted out (we had limited time for lunch breaks); second day half the items ordered were missing. Food itself was okay.</li> <li>❑ I did not enjoy the banquet. In my opinion <ul style="list-style-type: none"> <li>• the venue was unsuitable for the amount of people in attendance</li> <li>• insufficient surplus seating to enable mingling with other bowlers</li> <li>• only one food servery so food service was slow to get to</li> <li>• access to the bar was slow and awkward and you had to leave the room to get to the bar – there was only three staff serving</li> <li>• the bar closed early</li> <li>• drunken antics from some members of the Host team was loud and irritating.</li> </ul> </li> </ul>
<p><b>Suggestions</b></p>	<ul style="list-style-type: none"> <li>• Liaise as soon as possible with TBNZ re format for Wellington squad – get this confirmed so that WCBA can begin to plan the format for the 2011 trials, and disseminate the information to the interested bowler's as early as possible (eg to help bowlers arrange travel, individual saving plan, fundraising).</li> <li>• 2011 tournament has been confirmed at Tauranga – suggest tentatively booking accommodation (Ambassador Motor Inn) as soon as possible.</li> <li>• Bowler's were not prepared for the level of pressure of the tournament. Based on bowler's feedback, I feel it could serve future bowlers well if a competitive environment be replicated for them to experience. This may require a brainstorming session between WCBA and potential coaches to put in place.</li> <li>• Take care of the coach! Put an incentive in place that can reward them – they are worth it!</li> <li>• Not sure if there is a procedure in place to deal with injured bowlers – I shudder to think what would happen if a <i>serious</i> injury was to occur. Could emergency contact information be published on the TBNZ website (along side tournament web page) so that it can be downloaded? Alternatively information added in the manager's booklet of a map and list of phone numbers for medical services – ie map to chemist, medical centre, hospital, doctor etc as visiting teams are not as knowledgeable as the locals. Plus someone at the tournament that visiting teams could turn to for help and direction in an emergency?</li> </ul>

	<ul style="list-style-type: none"> <li>• Tournament management <b>need</b> to educate Centre Staff not to walk on the approach after stepping on lanes when retrieving ball or pins (this is not unique to this tournament). It was observed that this mainly occurred with the second shift of Centre staff. I see this as a serious safety issue more than most.</li> </ul>
<p><b>From me – thank you</b></p>	<ul style="list-style-type: none"> <li>• To WCBA for offering me this position to which I ended up thoroughly enjoying – even coping with the not so good things which were externally influenced I might add.</li> <li>• WCBA for promoting the rep team.</li> <li>• The Rep Team Management – you all rocked! We did it and we had fun! Plus especially to my partner Hamish who's passion for the sport inspired me to take this journey.</li> <li>• Albert Saw (Bowlarama) – for running bowling tournaments through Bowlarama to raise funds for the team; for his personal support and for cheering us on at the NTC tournament.</li> <li>• Ian Klein – for his dedication to getting the funding that the squad needed.</li> <li>• Tess de Guzman and Terry Tuason for looking after us at the tournament, especially looking after our valuables.</li> <li>• The Warehouse, Lyall Bay for use of their BBQ and providing the gas for our sausage sizzles.</li> <li>• Prestons, Wellington for donating 10 loaves of bread for our sausage sizzle.</li> <li>• To the bowlers, who I had great pleasure in getting to know and respect. I am very proud of you all! Thank you too for your kind words, your support, encouragement and gifts.</li> </ul>

## My Issues

**In the beginning**, these were some of the issues that I had to work through and could perhaps prevent from happening with future managers

- there was no handover from the previous manager
- the role inherited undue (external) political pressures that I eventually ignored and swept under the carpet
- I inherited the previous rep teams bank account. I was not a signatory; I had no control over the account what so ever. We had issues with the bank that caused so much unnecessary grief. Eventually I got around the red-tape by the wonderful world of Internet Banking, and Ian Klein's personal trips to the bank to deal with security issues! I could not copy/record paper based bank statements as I didn't receive them for checking!
- getting the squads buy in for team fundraising was next to impossible although later in the process when it became apparent that good money could be raised, more people showed interest – but it was too late.

### Suggestions for the next manager

- the previous manager arrange a hand-over meeting with the new manager
- the previous bank account be closed once the wash-up has happened and a new account started for the new squad (*note WCBA has in place a new account for 2011*)
- gather a team that can be trusted to delegate jobs to – don't be shy to ask for help – the manager's job is huge
- keep accurate records of all that you do, to enable you to respond to a number of random queries or financial questions at any time
- fundraising – ensure you have the backing of the bowler's before you organise anything – if not getting supported, brainstorm alternative ways to raise money (note: collectively if the team had supported the sausage sizzles from day one – few thousand dollars could have been raised)
- to have fun... this role is rewarding.

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Dawn Fletcher  
Manager

**2010 Wellington Rep Team**

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22 April 2010

Date