



CRICKET GROUNDS INTERNATIONAL

CRICKET WICKETS • CRICKET OUTFIELDS • SPORTSTURF • AMENITY TURF

Customer Questionnaire



CUSTOMER SERVICE QUESTIONNAIRE

Please complete this form by ticking the boxes and/or using the spaces provided and return to us by email to rickyaitken4@gmail.com



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PITCH PREPARATION

1. What is the standard of cricket being played at your ground/stadium?

- First Class
- ICC Associate
- Club
- Other

2. How many cricket days are held per year at your ground/stadium?

- More than 80
- 60 or less
- 50 or less
- 40 or less

3. How many months does the cricket season span at your venue?

- Eight
- Seven
- Six
- Five

4. What is the general feedback from players that play on your pitches?

- Excellent
- Good
- Average
- Poor

5. How many times in a cricket season does each wicket get used?

- 3 Rotations
- 2 Rotations
- 1 Rotations
- Not sure

6. How long does each pitch get used for on your cricket square?

- 4 Matches
- 3 Matches
- 2 Matches
- 1 Match

7. How many hours of rolling is done on your pitches throughout preparation?

- 20
- 15
- 10
- 8 or less

8. How much cross or diagonal rolling is done on your pitches?

- 50% of rolling
- 30% of rolling
- 20% of rolling
- No Cross or diagonal rolling

9. How many different rollers are used during pitch preparation?

- Three
- Two
- One

10. What is the weight of your heaviest roller?

- 4 tons or over
- 3 tons
- 2 tons
- Under 2 tons

11. Generally, how much watering is done to pitches prior to rolling starting?

- Saturated through soil profile
- Watered occasionally
- Small amount of water

12. How many days are dedicated for a typical pitch preparation?

- 14 or over
- 10 - 12 days
- 7 - 8 days
- Less than a week

13. What is the cutting height of the prepared pitches?

- 8mm
- 6mm
- 4mm
- 2mm

14. How would you describe the clay on your pitches when wet?

- Sticky & Pliable
- Firm & Non-moldable
- Other

15. What is the depth of the soil on your pitches?

- 15 inches or deeper
- 12 inches
- 10 inches
- 8 inches

16. To what level do the pitches crack once they have been prepared and dried out?

- Excessively
- Mildly
- Only a little
- They don't crack

17. Which water source is used to water the pitches?

- Government supply
- Bore/well
- Recycled
- Other

18. Have you ever had the soil tested in your pitches?

- Yes
- No

19. Are you in a position to send soil tests to a lab (recommended) ?

Yes

No

20. Are string-lines used during pitch preparation to indicate width of pitch?

Yes

No

21. Is hessian used to cover the pitch in play when covering at night?

Yes

No

CENTER CRICKET SQUARE

1. How many pitches are on the center cricket square?

4

5

6

7 or more

2. What is the grass type on your center wicket area?

Warm season

Cool season

Not sure

3. After each pitch is used for a match, how much grass naturally recovers?

100%

80%

50%

Less than 50%

4. What method is used to regenerate the grass coverage on pitches after use?

Natural recovery

Stolonising

Seeding

Not sure

5. What is the cutting height of the cricket square during general maintenance when pitches are not being used?

15mm or higher

12mm

10mm

8mm or lower

6. How much fertilizer is applied to the cricket square?

Once per month

A few times per year

Never

7. How many months between cricket seasons?

- 6 months
- 5 months
- 4 months
- 3 months or less

8. Is the cricket square renovated on an annual basis?

- Yes
- No

9. How much scarrifying/verticutting is carried out on the cricket square?

- Regularly
- Once per year
- Never

10. Is top-dressing of the cricket square being carried out?

- Yes
- No

11. Is there pre-season rolling done on the cricket square?

- Yes
- No

12. Would you consider there to be organic layers in the pitch profile?

- Yes
- No

PRACTICE PITCHES

1. How many months a year are your practice pitches required to be used for?

- Seven months or more
- Six months
- Five months
- Four months

2. How many individual practice pitches are at your venue?

- 10 or more
- 8-10
- 7 or less

3. How long does each practice pitch get used for once in play?

- 4 practice sessions
- 3 practice sessions
- 2 practice sessions
- 1 practice session

4. How many times in a cricket season does each pitch get used for?

- 3 rotations
- 2 rotations
- 1 rotation
- Not sure

5. Are your practice pitches located on the main outfield or on a separate complex?

- Main Outfield
- Separate Complex

6. What is the general feedback from players that play on your practice pitches?

- Excellent
- Good
- Average
- Poor

7. How would you describe the netting system of the practice pitches?

- First Class
- Functional
- Needing improvement

8. What is the overall width of each individual practice pitches?

- 3 meters
- 2.5 meters
- 2 meters

9. Is the soil the same of on the practice cricket square the same as the center cricket square?

- Same
- Different

10. How would you describe the soil on your practice pitches when wet?

- Sticky & Pliable
- Firm & Non-moldable
- Other

11. What is the depth of the soil on your pitches?

- 15 inches or deeper
- 12 inches
- 10 inches
- 8 inches

12. Have you ever had the soil tested on your practice pitches?

- Yes
- No

13. Are you in a position to send soil tests to a lab (recommended)

- Yes
- No

14. Is there pre-season rolling done on the practice cricket square?

- Yes
- No

15. How much rolling is done to each individual practice pitch throughout preparation?

- 20 hours
- 15 hours
- 10 hours
- 8 hours or less

16. How much cross or diagonal rolling is done on your practice pitches?

- 50% of rolling
- 30% of rolling
- 20% of rolling
- No cross or diagonal rolling

17. How many different rollers are used during pitch preparation?

- Three rollers
- Two rollers
- One roller

18. What is the weight of your heaviest roller?

- 4 tons or over
- 3 tons
- 2 tons
- 1.5 tons or under

19. Generally, how much watering is done to pitches during preparation?

- Pitch is saturated through soil profile
- Watered a few times
- Only a bit of water

20. Where is the water sourced from that is used to water the practice pitches?

- Government supply
- Bore/well
- Recycled
- Other

21. How much do the practice pitches crack once they have been prepared and dried out?

- Excessively
- Mildly
- Only a little
- They don't crack

22. What is the cutting height of the prepared practice pitches?

- 2mm
- 4mm
- 5mm
- 8mm

23. How many days are dedicated for a typical pitch preparation?

- 14 days or over
- 10 - 12 days
- 7 - 8 days
- Less than a week

24. Are string-lines used during preparation to indicate the width of each practice pitch?

- Yes
- No

25. Is top-dressing being carried out on your practice cricket square?

- Yes
- No

26. Is there a good amount of top-dressing material in stock?

- Yes
- No

27. How much scarrifying/verticutting is carried out to the practice cricket square?

- Regularly
- Once per year
- Never

28. After each practice pitch is used, how much grass naturally recovers?

- 100%
- 80%
- 50%
- Less than 50%

29. What method is used to regenerate the grass coverage on your practice pitch after use?

- Natural recovery
- Stolonising
- Seeding
- Not sure

30. How often is fertilizer used on the practice cricket square?

- Once per month
- A few times per year
- Never

31. What is the grass type on your practice cricket square?

- Warm season
- Cool season
- Not sure

32. What is the cutting height of the practice cricket square during maintenance?

- 15mm or higher
- 12mm
- 10mm
- 8mm or lower

OUTFIELDS

1. What is the general feedback on your Outfield from players & administrators?

- Excellent
- Good
- Satisfactory
- Poor

2. How would you describe the surface of your outfield?

- First Class
- Good
- Acceptable
- Needs Improvement

3. How would you describe the drainage on your outfield?

- Excellent
- Acceptable
- Needs Improvement

4. How would you describe the speed of your outfield?

- Excellent
- Acceptable
- Needs Improvement

5. How would you describe the color of your outfield?

- Dark Green
- Lime Green
- Straw Color

6. How would you describe the surface levels on your outfield?

- Very Consistent
- Acceptable
- Needs Improvement

7. How would you describe the soil on your Outfield?

- Heavy
- Loam
- Sandy

8. What is the grass type on your Outfield?

- Warm season
- Cool season
- Not sure

9. What is the cutting height of the Outfield?

- 20mm or above
- 15mm
- 12mm
- 10mm or under

10. How often is your outfield cut per week?

- 4 times per week or more
- 2-3 times per week
- Once per week
- Rarely

11. What is the depth of the soil on your Outfield?

- 15 inches or over
- 12 inches
- 10 inches or under

12. How often is fertilizer applied to your Outfield?

- Monthly
- Quarterly
- Biannually
- Never

13. How much scarrifying/verticutting is carried out on the Outfield??

- Regularly
- Twice per year
- Once per year
- Never

14. How much top-dressing is carried out on the Outfield?

- Regularly
- Twice per year
- Once per year
- Never

15. Is there a manual or automatic irrigation system used to water the outfield?

- Manual
- Automatic
- No irrigation is used

16. If the irrigation system is automatic, is it operated by an electronic controller?

- Yes
- No

17. How often if the outfield watered?

- Almost Daily
- When required
- Never

18. How often is the outfield aerated?

- Regularly
- Twice per year
- Once per year
- Never

19. Do you have pest problems with you outfield?

- Insect problems
- Disease problems
- No problems with pests

21. Is the outfield cut into light & dark green stripes, "as seen on T.V"?

- Yes
- No

20. What is the depth of the root system on the outfield?

- 8 inches
- 6 inches
- 4 inches
- 3 inches or less

22. Would you like the outfield cut into light & dark green stripes?

- Yes
- No

STAFF

1. Does your staff have any formal training?

- Yes
- No

3. How many full time staff at the venue?

- 6 or more
- 4
- 2
- None

2. Do staff attend the venue seven days per week?

- Yes
- No

4. How would you describe the staff's skill level?

- Competent
- Basic
- Unskilled

MACHINES & EQUIPMENT

1. How would you describe the current machines in stock for carrying out work on a daily basis?

- We have everything we need
- We need more machines
- We have almost no machines

2. Are there skilled personnel available to maintain machinery?

- Yes
- No

3. Would you say staff are skilled in operating machines?

- Yes
- No

4. Is there more than 1 roller available to roll pitches?

- Yes
- No

5. How many mowers are available to cut the pitches?

- 3 mowers
- 2 mowers
- 1 mower
- None

6. Is there a cylinder or rotary mower used to cut the outfield?

- Cylinder
- Rotary

7. Is there an aeration machine to aerate the outfield?

- Yes
- No

8. Are there covers available to cover the whole of the center cricket square?

- Yes
- No

CONSTRUCTION OF NEW FACILITIES

- 1. Do you require advice on construction of a new cricket square or practice square? If so please elaborate on your requirements.**

- 2. Do you require advice on construction of a new outfield? If so please elaborate on your requirements.**

- 3. Do you require advice on construction of Artificial pitches? If so please elaborate on your requirements.**

YOUR REQUIREMENTS

1. Do you require a full written report covering programs/advice on

- Cricket square
- Practice wickets
- Wicket preparation
- Outfield maintenance
- We would prefer another method of reporting

2. Do you require a simplified e-mail covering programs/advice on

- Cricket square
- Practice wickets
- Wicket preparation
- Outfield
- We would prefer another method of reporting

3. Do you require a Skype meeting covering programs/advice on

- Cricket square
- Practice wickets
- Wicket preparation
- Outfield
- We would prefer another method of reporting

4. Do you require a phone meeting covering programs/advice on

- Cricket square
- Practice wickets
- Wicket preparation
- Outfield
- We would prefer another method of reporting

5. Is it possible to send ten (10) digital photos by e-mail of the area(s) that you require consultancy on?

- Yes
- No

6. Other

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