



INTRODUCTION

To simplify and streamline the post-World Championship the International Handball Federation developed the attached Post-World Championship Questionnaire.

The objective is to benefit from your experience at the Men's Junior World Championship and to capture useful information that will assist the IHF in establishing future requirements and guidelines. The information received is not only important for the IHF, but for present and future Men's Junior WCh Organising Committees, and will specifically provide valuable input for the upcoming events of the IHF.

INSTRUCTIONS

The left hand column of the questionnaire indicates the services provided; your evaluation of the quality of these services is captured in the right hand column. Using the scale of 1 to 4 as outlined below, we kindly ask that you mark an "✓" in the column which best reflects your evaluation.

- 1** Unsatisfactory
- 2** Satisfactory
- 3** Good
- 4** Excellent

For each section and subsection we have included an area for Comments / Recommendations and further information. While we welcome feedback in all of the areas assessed, comments are highly recommended in those sections and subsections which received an evaluation of 2 or lower.

Should you have further comment(s) and/or recommendation(s), we encourage you to include them in the section entitled *Additional Comments and Recommendations* at the end of the questionnaire.

INFORMATION	
NAME and FUNCTION	

Please complete this questionnaire (preferably) electronically or by hand and reply via email to Patric Strub (Patric.Strub@ihf.info) by 15 August 2011



A. PRE-WORLD CHAMPIONSHIP PHASE

PRE-WORLD CHAMPIONSHIP PREPARATION

		1	2	3	4
Communication and Information with IHF and OC	Date of official nomination				
	Communication with IHF Office				
	Communication with Organizer				
	Travel arrangements by Organizing Committee				
	Value of IHF INFO				
	Information on www.ihf.info				
	Comments / Recommendations:				

B. LOGISTICS

LOGISTICS

		1	2	3	4
Hotel	In general				
	Rooms				
	Meeting Rooms				
	Quantity of Food and Beverages				
	Quality of Food and Beverages				
	Services (Laundry, Internet etc.)				
	Check-in procedure				
Comments / Recommendations:					



*XVIII Men's Junior World Championship 2011
Greece / Thessaloniki*



		1	2	3	4
Transportation	Flight				
	Pick-up and transport to Airport				
	Transportation to the venues				
	Comments / Recommendations:				

		1	2	3	4
Concept	One hotel for all teams				
	One hotel for all IHF nominees				
	Comments / Recommendations:				

		1	2	3	4
Accreditation	Distribution				
	Comments / Recommendations:				



C. INFORMATION AND TECHNOLOGY

PUBLICATIONS

		1	2	3	4
Materials and Information provided	IHF INFO				
	Tournament Information from Organising Committee				
	Daily bulletin (electronic format)				
	Did you find all information needed at the Information board?				
	Date of Nominations and Dress code				
	Comments / Recommendations:				

TECHNOLOGY

		1	2	3	4
IHF Website	Information provided through IHF website				
	Structure of IHF website				
	Statistics on IHF website				
	Up-To-Dateness				
	Photos				
	News articles				
	Did you followed the event on www.ihf.info?				
	Yes <input type="checkbox"/> No <input type="checkbox"/>				
Did you followed the event on www.handball2011.gr ?					
Yes <input type="checkbox"/> No <input type="checkbox"/>					
Comments / Recommendations					



D. LOCAL ORGANISING COMMITTEE

LOC

		1	2	3	4
Co-Operation with	LOC in general				
	Floor Manager				
	Transportation / Information Desk				
	Referee Host				
	Volunteers				
Comments / Recommendations:					

E. COMPETITION AND VENUES

MATCH SCHEDULE

		1	2	3	4
Match Schedule	General				
	Number of rest days				
	Throw-off times				
	Date of World Championship				
	Good to have direct 7m in matches without influence on next WCh				
Comments / Recommendations:					

		1	2	3	4
Competition	Introducing Knock-out round				
	Good to play placement-matches 9-16 (losers of eight-finals)				



	Comments / Recommendations:
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COMPETITION VENUES

		1	2	3	4
Venue Protocol	Walk-in procedure				
	Opening ceremony				
	(Closing Ceremony)				
	(Medal and Victory Ceremony)				
	Comments / Recommendations:				

		1	2	3	4
Venue	Size				
	Location				
	Venue dressing				
	Rooms (Office, Referee area etc.)				
	Routes				
	Changing rooms				
	Operations				
	Other (lighting, airflow and temperature controls, etc)				
	Press area (Mixed zone, Press center etc.)				
	Flooring				
Comments / Recommendations:					



		1	2	3	4
IHF Seating	Number of seats provided				
	Comments / Recommendations:				

		1	2	3	4
VIP Area	Size / Location / Accessibility				
	Quality of service and food (if applicable)				
	Comments / Recommendations:				

MATCHES

		1	2	3	4
Quality and Character of the games	General	1	2	3	4
	Fair-play between teams/referees/delegates	1	2	3	4
	Preliminary round	1	2	3	4
	Eight-finals and Quarter-finals	1	2	3	4
	Semi-finals and Finals	1	2	3	4
	Placement round 17-24				
	Placement round 9-16				
	Comments / Recommendations:				

TRAINING VENUES

		1	2	3	4
Usage	Distance from Hotel to training venue				
	Availability of venues				
	Comments / Recommendations:				



MEETINGS

		1	2	3	4
Technical Meetings	Preparation				
	Information by the Organizer				
	Timing and value				
	Execution				
	Comments / Recommendations:				

		1	2	3	4
Delegates Meetings	Preparation	1	2	3	4
	Timing and value	1	2	3	4
	Execution	1	2	3	4
	Comments / Recommendations:				

		1	2	3	4
Referees Meetings	Preparation				
	Timing and value				
	Execution				
	Comments / Recommendations:				



PRESENTATION

		1	2	3	4
Announcements during competitions	Appropriate				
	Objectivity				
	Comments / Recommendations:				

		1	2	3	4
Music	Appropriate for your sport				
	Timing				
	Comments / Recommendations:				

		1	2	3	4
In-venue entertainment	Appropriate for your sport				
	Value				
	Quality of content on scoreboards				
	Comments / Recommendations:				

COMPETITION PERSONNEL

		1	2	3	4
Competition Management	Relationship with Competition/Venue management staff in your venue				
	Comments / Recommendations:				

		1	2	3	4
Referees, Officials, Timekeeper and Scoretaker	Performance of IHF REFEREES				
	Performance of IHF Officials and Delegates				
	Performance of local timekeeper and scoretaker				
	Comments / Recommendations:				



		1	2	3	4
Volunteers	Number of volunteers				
	Performance				
	Comments / Recommendations:				

F. OTHERS

		1	2	3	4
Daily allowances	Payment, Preparation and Execution				
	Comments / Recommendations:				

		1	2	3	4
Adidas Equipment	Number of articles				
	Selection				
	Handling of Outfitting				
	Comments / Recommendations:				

		1	2	3	4
Rest day activities	Appropriate				
	Should the rest day activity be obligatory? Yes <input type="checkbox"/> No <input type="checkbox"/>				
	Comments / Recommendations:				

		1	2	3	4
Spectators interest	Spectators interest				
	Comments / Recommendations:				



		1	2	3	4
Advertising for event	Advertising for event				
	Comments / Recommendations:				

		1	2	3	4
Security	Appropriate				
	Comments / Recommendations:				

OVERALL EXPERIENCE

What were the positives and negatives of the Men's Junior World Championship experience?	
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Do you have any recommendations on how to improve the services and information provided by the IHF, in order to better meet your needs?	
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G. ADDITIONAL COMMENTS AND RECOMMENDATIONS

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THANK YOU FOR YOUR TIME AND FEEDBACK!