Food Delivery Conflict? What to Say in English

eslvideo.com Quiz by: rmdcb

1. Who is the customer talking to?

○ a.) A friend

○ b.) Uber Eats

○ c.) A family member

2. Where is the customer located?

○ a.) In a restaurant

○ b.) In apartment four

○ c.) In a car

3. What does the customer want the driver to do?

○ a.) Leave the food outside

○ b.) Bring the food to the door

○ c.) Cancel the order

4. Why can't the driver leave the car?

○ a.) There is no parking

○ b.) The car is broken

○ c.) The driver is tired

5. What does the customer say will happen if the order is canceled?

○ a.) They will get a refund

○ b.) They will report to customer service

○ c.) They will get a new order

6. What does the app say about delivery?

○ a.) It must be delivered to the door

○ b.) It must be delivered outside

○ c.) It must be delivered to the car

7. What is the building code given by the customer?

○ a.) 1 2 3 4

○ b.) 4 3 2 1

○ c.) 2 3 4 1

8. How does the driver respond to the customer's request?

○ a.) They refuse to help

○ b.) They agree to come up

○ c.) They hang up the phone

9. What does the customer thank the driver for?

○ a.) For bringing food

○ b.) For coming up

○ c.) For calling back

10. Who does the customer think is right?

○ a.) The customer

○ b.) The driver

○ c.) Both

Transcript

Hello, Uber Eats. I am outside with your food. Come down and get it. Hi, I am in apartment four. Can you bring it up to my door, please? There is no parking here. I can't leave my car. You need to come down. There is visitor parking right in front of the building. Listen, I am very busy. I have other orders. Just come down to the street. I paid for door-to-door delivery. My apartment number is four. Please bring it up to my door or I will cancel the order. If you cancel, you won't get a refund. I will report this to customer service. The app says you must deliver to the door. Fine. What is the building code? It is 1 2 3 4. You can take the elevator to the second floor. Okay, I'm coming up. Thank you. See you in a minute. Who is right in this situation? The customer or the driver? Tell us in the comments. Follow for more.