



Christmas Chaos: Morrisons Fails Festive Deliveries

Description

A plate with food including pickled onions, ham, and mashed vegetables.
Kate from Exeter

Some Morrisons customers did not get their Christmas dinner. Their online orders did not arrive on time. They had to use what they had at home.

Kate from Exeter said her Christmas was ruined. She had to eat pickled onions and leftover food. She wants better service from Morrisons.

Morrisons said there were "system issues" that caused the problem. They apologized and offered some discounts.

Another customer, John, had to eat chicken and potato waffles. Morrisons charged him but did not deliver his food. He is waiting for a refund.

Vocabulary List:

1. **Customers** /'kʌs.tə.mərz/ (noun): Individuals or groups who purchase goods or services.
2. **Christmas** /'krɪs.məs/ (noun): An annual festival commemorating the birth of Jesus Christ celebrated on December 25.
3. **Ruined** /'ruː.nd/ (verb): Destroyed or severely damaged.
4. **Delivered** /dɪ'lɪv.əd/ (verb): Brought and handed over something to the recipient.
5. **Apologized** /ə'pɒl.ə.dʒaɪzd/ (verb): Expressed regret for something done or said.
6. **Discounts** /'dɪs.kəʊnts/ (noun): Reductions in the usual price of something.

Comprehension Questions



Multiple Choice

1. What problem did some Morrisons customers face with their Christmas dinner?

- Option: Their online orders did not arrive on time
- Option: They received the wrong food items
- Option: They had too much food
- Option: The food was expired

2. What did Kate from Exeter have to eat for her Christmas dinner?

- Option: Pickled onions and ham
- Option: Chicken and potato waffles
- Option: Mashed vegetables and turkey
- Option: Leftover food and pickles

3. Why did Morrisons offer discounts to their customers?

- Option: To encourage more online orders
- Option: To apologize for the late deliveries
- Option: To promote a new menu
- Option: To attract new customers

4. What did John have to eat when his Morrisons order did not arrive?

- Option: Chicken and potato waffles
- Option: Steak and salad
- Option: Pizza and wings
- Option: Tacos and salsa

5. How did Kate feel about her Christmas experience with Morrisons?

- Option: Delighted
- Option: Frustrated
- Option: Excited
- Option: Indifferent

6. What caused the problem with Morrisons online orders?

- Option: System issues
- Option: Staff shortage
- Option: Delivery truck breakdown
- Option: Weather disruptions



True-False

7. Kate from Exeter enjoyed the food she had to eat for Christmas.
8. Morrisons did not take any responsibility for the delayed orders.
9. John received a full refund for his undelivered order from Morrisons.
10. Morrisons offered apologies and discounts to customers affected by the delay.
11. The customers affected by the delay were satisfied with Morrisons' response.
12. The image in the text depicts a Christmas dinner table setting.

Gap-Fill

13. Kate from Exeter had to eat pickled onions and leftover food because her Morrisons order did not arrive on time. She wants better service from Morrisons for future _____.
14. Morrisons attributed the delayed Christmas dinner orders to "system issues." They expressed regret and offered some _____.
15. Another customer, John, had to make do with chicken and _____ after Morrisons failed to deliver his order on time.
16. Kate from Exeter expressed her disappointment, stating that her Christmas was _____ due to the situation with Morrisons.
17. Morrisons customers affected by the delay were left _____ for the inconvenience caused.
18. The customers were advised to use what they had at home to make up for the missing Morrisons



Christmas _____.

Answer

Multiple Choice: 1. Their online orders did not arrive on time 2. Pickled onions and leftover food 3. To apologize for the late deliveries 4. Chicken and potato waffles 5. Frustrated 6. System issues

True-False: 7. False 8. False 9. False 10. True 11. False 12. False

Gap-Fill: 13. orders 14. discounts 15. potato waffles 16. ruined 17. waiting 18. dinner

Vocabulary quizzes

Multiple Choice (Select the Correct answer for each question.)

1. What type of products are typically restored to like-new condition before being resold?

Option: Brand new

Option: Used

Option: Defective

Option: Irreplaceable

2. What is a large-scale musical work for orchestra and voices typically on a religious theme?

Option: Opera

Option: Sonata

Option: Concerto

Option: Symphony

3. Which field of biology focuses on the study of heredity and variation in organisms?

Option: Botany

Option: Ecology

Option: Astrophysics

Option: Genetics

4. Which holiday is celebrated on December 25th each year?

Option: Thanksgiving

Option: Halloween

Option: Easter

Option: Christmas

5. Which of the following is a reduction in the usual price of an item?

Option: Markup



- Option: Premium
- Option: Discount
- Option: Tax

6. What natural light display in the Earth's sky predominantly seen in high-latitude regions?

- Option: Lightning
- Option: Sunset
- Option: Rainbow
- Option: Aurora

7. What is the process of transporting goods from a source location to a predefined destination?

- Option: Production
- Option: Delivery
- Option: Manufacturing
- Option: Packaging

8. Which term describes something firmly established and not likely to change quickly or significantly?

- Option: Fluctuating
- Option: Volatile
- Option: Stagnant
- Option: Stable

9. What is the act of calling off or terminating something?

- Option: Initiation
- Option: Delay
- Option: Extension
- Option: Cancellation

10. Which term is used to describe difficulties or challenges that need to be resolved?

- Option: Solutions
- Option: Problems
- Option: Improvements
- Option: Achievements

Gap-Fill (Fill in the blanks with the correct word from the vocabulary list.)

11. The store is having a _____ on all winter clothing.

12. The company always puts its _____ first by providing excellent service.

13. The package was _____ to the wrong address.



14. He _____ for arriving late to the meeting.
15. The storm _____ the structure of the old building.
16. The complex instructions left him _____ about what to do next.
17. She carefully considered all her _____ before making a decision.
18. You need to _____ if you want to catch the last train.
19. He had to _____ for his mistake during the presentation.
20. The new layout of the website left users feeling _____.

Matching Sentences (Match each definition to the correct word from the vocabulary list.)

21. The intricate details of the art piece left the viewers totally intrigued.
22. The outstanding performance received thunderous applause from the audience.
23. The powerful words of the speaker drew the audience in like a magnet.
24. The sudden change in policy led to a complete reversal of fortunes for the company.
25. After the misunderstanding she sincerely said sorry for the confusion.
26. She used a voucher to get a discounted price on her purchase.
27. During the clearance sale all items were offered at reduced prices.
28. The complex math problem left the students puzzled and uncertain.
29. The steady financial growth of the company indicated a secure and consistent future.
30. In a rush to leave he quickly packed his bags and ran out the door.

Answer

Multiple Choice: 1. Used 2. Opera 3. Genetics 4. Christmas 5. Discount 6. Aurora 7. Delivery 8. Stable 9. Cancellation 10. Problems

Gap-Fill: 11. sale 12. customers 13. delivered 14. apologized 15. weakened 16. confused 17. options 18. hurry



19. apologize 20. confused

Matching sentence: 1. Fascinated 2. Ovarions 3. Magnetic 4. Reversal 5. Apologized 6. Coupon 7. Discounts
8. Confused 9. Stable 10. Hurried

CATEGORY

1. Sci/Tech - LEVEL1

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