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# Morrisons Delays Continue: Second Day of Christmas Disruptions

## Description

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The exterior sign of a Morrisons supermarket, white text with a yellow corn logo, on brick wall.  
Getty Images

Some Morrisons customers faced more delays with their Christmas orders over 24 hours after "systems issues" on Monday. One customer shared she was left waiting for about £200 worth of groceries, while another struggled to get information on his Christmas shop.

Chaos at the UK's fifth-biggest supermarket on December 23rd saw deliveries cancelled and discounts not applied.

Morrisons apologized and claims deliveries are back to normal, but has not revealed the cause of the problems despite BBC requests.

One customer in Worcestershire, who remained unnamed, experienced delays and lack of communication from Morrisons regarding her £200 order.

Delays began on Monday as Christmas orders were disrupted. In-store vouchers were not honored, forcing Morrisons to provide discounts for customers.

Another customer, Matthew Welch in Northumberland, had his delivery cancelled and faced unhelpful responses from the supermarket.

Morrisons insists these cancellations were separate from the main system issues but did not elaborate.

Consumer expert Kate Hardcastle emphasizes the need for transparency from Morrisons and warns that the incident will not be easily forgotten by customers.

She suggests that retailers must ensure loyalty schemes are reliable, especially during critical times like holidays.

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## Vocabulary List:

1. **Delays** /di'leɪz/ (noun): Periods of waiting or postponement in an expected schedule.
2. **Chaos** /'keɪ.ɒs/ (noun): A state of complete confusion and disorder.
3. **Communication** /kə,mjuː.nɪ'keɪ.ʃən/ (noun): The act of sharing information or expressing thoughts and feelings.
4. **Cancellations** /,kæn.səl'eɪ.ʃənz/ (noun): Instances of calling off or invalidating an arrangement.
5. **Transparency** /træns'pærənsi/ (noun): The quality of being open and honest to the public.



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6. **Disrupted** /dɪsˈrʌptɪd/ (verb): Interrupted or disturbed the normal flow or operation.

## Comprehension Questions

### Multiple Choice

1. What issues did Morrisons customers face with their Christmas orders?  
Option: Delays and lack of communication  
Option: Missing items in their orders  
Option: Discounts not applied  
Option: Unfriendly staff
2. What date did chaos ensue at Morrisons?  
Option: December 23rd  
Option: December 24th  
Option: December 25th  
Option: December 26th
3. What did Morrisons apologize for?  
Option: Delays  
Option: Cancellations  
Option: Lack of discounts  
Option: Lack of transparency
4. What is the suggestion by consumer expert Kate Hardcastle for retailers?  
Option: Ensure reliable loyalty schemes  
Option: Increase prices during holidays  
Option: Reduce staff numbers  
Option: Minimize discount offerings
5. What issues did Matthew Welch face with Morrisons?  
Option: Cancelled delivery and unhelpful responses  
Option: Delayed delivery and friendly responses  
Option: Missing items in the delivery  
Option: Overcharged for the order
6. What did customers not receive at Morrisons during the incident?



- Option: Discounts
- Option: In-store vouchers
- Option: Friendly customer service
- Option: Transparency on issues

### True-False

7. Morrisons revealed the cause of the problems despite BBC requests.
8. Morrisons claimed deliveries are still facing issues.
9. Morrisons implied that the cancellations were part of the main system issues.
10. Kate Hardcastle suggests retailers to be careless with their loyalty schemes.
11. Matthew Welch faced delays and helpful responses from Morrisons.
12. Customers received cancelled deliveries.

### Gap-Fill

13. One customer was waiting for about £200 worth of groceries from Morrisons for over \_\_\_\_\_ hours.
14. Delays with Christmas orders began on \_\_\_\_\_.
15. Kate Hardcastle emphasizes the need for transparency from Morrisons and warns that the incident will not be easily \_\_\_\_\_ by customers.
16. Matthew Welch faced unhelpful responses from the supermarket when his delivery was \_\_\_\_\_.
17. Retailers must ensure loyalty schemes are \_\_\_\_\_ during critical times like holidays.
18. Morrisons did not elaborate on the \_\_\_\_\_ of the cancellations.



## Answer

**Multiple Choice:** 1. Delays and lack of communication 2. December 23rd 3. Delays 4. Ensure reliable loyalty schemes 5. Cancelled delivery and unhelpful responses 6. In-store vouchers

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

**Gap-Fill:** 13. 24 14. Monday 15. forgotten 16. cancelled 17. reliable 18. cause

## Vocabulary quizzes

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

1. Which appliance is commonly used for cooling food and beverages?

Option: Refrigerators

Option: Microwaves

Option: Blenders

Option: Toasters

2. What term is used to describe the ability to accomplish a task with minimal wasted effort?

Option: Efficiency

Option: Ineffectiveness

Option: Extravagance

Option: Indifference

3. Which term refers to the act of transferring information from one place to another?

Option: Communication

Option: Isolation

Option: Alienation

Option: Concentration

4. Which concept describes openness accountability and honesty in actions and decisions?

Option: Transparency

Option: Opaqueness

Option: Concealment

Option: Ambiguity

5. Which term relates to the heart and blood vessels in the body?



- Option: Cardiovascular
- Option: Respiratory
- Option: Digestive
- Option: Skeletal

6. What is the term for the rivalry between businesses seeking to acquire more customers or market share?

- Option: Competition
- Option: Collaboration
- Option: Cooperation
- Option: Unity

7. Which term describes a state of disorder and confusion?

- Option: Chaos
- Option: Order
- Option: Harmony
- Option: Clarity

8. What is the term used to describe the collection of microbes living in and on the human body?

- Option: Microbiome
- Option: Biomechanics
- Option: Hematology
- Option: Oncology

9. Which term is related to or caused by earthquakes?

- Option: Seismic
- Option: Volcanic
- Option: Tectonic
- Option: Metamorphic

10. Which term means protecting from harm or damage?

- Option: Safeguarding
- Option: Endangering
- Option: Compromising
- Option: Neglecting

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

11. Parents play a crucial role in the \_\_\_\_\_ and development of their children.

12. Some animals have \_\_\_\_\_ instincts to hunt and catch prey for survival.



13. She felt \_\_\_\_\_ before taking the exam due to her fear of failure.
14. The project experienced unexpected \_\_\_\_\_ pushing the deadline further.
15. The thunderstorm \_\_\_\_\_ the electricity supply in the entire neighborhood.
16. \_\_\_\_\_ conservation is essential to preserve natural resources and protect ecosystems.
17. Chronic \_\_\_\_\_ in the body can lead to various health conditions over time.
18. His \_\_\_\_\_ to the success of the company were recognized in the annual awards ceremony.
19. Traditional cultural \_\_\_\_\_ are performed during important ceremonies and events.
20. Setting clear and achievable \_\_\_\_\_ helps individuals stay focused on their goals.

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

21. Fans and air conditioners are commonly used for lowering temperatures and providing comfort during hot weather.
22. Overcoming obstacles and difficulties often leads to personal growth and development.
23. The department is responsible for promoting and selling products to customers.
24. Students are encouraged to engage in various activities to enhance their learning experience.
25. The event was called off due to unforeseen circumstances resulting in disappointment for attendees.
26. Volunteers their time and effort to support charitable causes in the community.
27. A reduction in pollution levels can lead to an improvement in air quality and public health.
28. Using eco-friendly materials and practices helps in creating a(n) environment for future generations.
29. Visual aids and diagrams are often used to complex concepts in a more understandable manner.



30. Athletes from different countries against each other to win medals in the international sports event.

## Answer

**Multiple Choice:** 1. Refrigerators 2. Efficiency 3. Communication 4. Transparency 5. Cardiovascular  
6. Competition 7. Chaos 8. Microbiome 9. Seismic 10. Safeguarding

**Gap-Fill:** 11. nurture 12. predatory 13. anxious 14. delays 15. disrupted 16. Environmental 17. inflammation  
18. contributions 19. rituals 20. targets

**Matching sentence:** 1. Cooling 2. Challenges 3. Sales 4. Participate 5. Cancellations 6. Contribute 7. Decrease  
8. Sustainable 9. Illustrate 10. Compete

## CATEGORY

1. Sci/Tech - LEVEL3

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