



## Morrisons Faces Second Day of Christmas Delivery Delays

### Description

Morrisons supermarket had problems with online orders just before Christmas. Some customers waited more than 24 hours for their groceries after Morrisons had "systems issues" on Monday. One customer said she was waiting for £200 worth of food. Another person could not get answers about his Christmas shopping.

On December 23, many people had their deliveries canceled. There were also problems with coupons not being accepted in stores. Morrisons said they fixed the delivery issues now and apologized. They promised that customers would get 10% off in stores for the whole day.

Some customers received messages about delays early on Monday. One woman in Worcestershire did not get her delivery and felt confused. She wondered if she should spend money on groceries and then the order would arrive.

Another customer, Matthew from Northumberland, had his order canceled. He said the manager was not helpful when he called. He ended up shopping at a local store instead. Experts say Morrisons must be open about what happened and fix the problems for the future.

### Vocabulary List:

1. **Cancellation** /ˌkæ.n.səl'eɪ.ʃən/ (noun): The act of calling off or postponing an event.
2. **Delivery** /dɪ'lɪv.ər.i/ (noun): The action of delivering letters parcels or goods.
3. **Apologized** /ə'pɔː.lə.dʒaɪzd/ (verb): Expressed regret for something done or said.
4. **Coupon** /'kuː.pən/ (noun): A voucher entitling the holder to a discount.
5. **Confused** /kən'fjuːzd/ (adjective): Unable to think clearly or understand something.
6. **Problems** /'prɒb.ləmz/ (noun): Situations that need to be dealt with or overcome.

## Comprehension Questions

### Multiple Choice

1. What issues did Morrisons experience with online orders just before Christmas?  
Option: Shipping delays  
Option: Systems issues



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Option: Stock availability problems

Option: Product quality concerns

2. How long did some customers have to wait for their groceries due to Morrisons' problems?

Option: More than 48 hours

Option: More than 24 hours

Option: Less than 12 hours

Option: Exactly 36 hours

3. What offer did Morrisons provide to customers as an apology for the delivery issues?

Option: 20% off in stores

Option: Free delivery on next order

Option: 10% off in stores

Option: Extra loyalty points

4. Where did Matthew from Northumberland end up shopping after his order was canceled?

Option: Online grocery delivery service

Option: Local convenience store

Option: Competing supermarket

Option: Farmers' market

5. What did one customer from Worcestershire express due to not receiving her delivery?

Option: Anger

Option: Surprise

Option: Confusion

Option: Joy

6. What demand did another customer make when his Christmas shopping order was not fulfilled?

Option: Full refund

Option: Additional discounts

Option: Replacement order

Option: Store credit

### **True-False**

7. Morrisons offered 15% off in stores as an apology for the delivery issues.

8. Coupons were not accepted in Morrisons stores during the Christmas period.



9. Matthew called the manager and found him to be very helpful when his order was canceled.
10. Experts advise Morrisons to address what happened and ensure future fixes for problems.
11. Customers were informed about delivery delays ahead of time.
12. The woman from Worcestershire immediately spent money on groceries when her delivery did not arrive.

### Gap-Fill

13. Morrisons promised customers \_\_\_\_\_ % off in stores as an apology for the Christmas delivery issues.
14. Some customers waited for more than \_\_\_\_\_ hours for their grocery orders due to systems issues.
15. One customer was waiting for £ \_\_\_\_\_ worth of food.
17. Delivery cancellations affected customers on December \_\_\_\_\_.
18. Experts suggest that Morrisons must be open about what happened and fix the problems for the \_\_\_\_\_.

### Answer

**Multiple Choice:** 1. Systems issues 2. More than 24 hours 3. 10% off in stores 4. Local convenience store 5. Confusion 6. Replacement order

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

**Gap-Fill:** 13. 10 14. 24 15. 200 17. 23 18. future

### Vocabulary quizzes

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



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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. Ovations 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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