

Transcription:

Curtis: What is a delivery business all about, Amy?

Amy: Well, a delivery business or a delivery service is actually a service that we provided to people to bring things to their home that they needed. So, for example, if somebody needed something from the grocery store, maybe they needed a few ingredients like some milk and butter and a loaf of bread, they could call us and we would bring those things to their house. And some of the other things that we received orders for were food from restaurants that didn't deliver and also for drinks, specifically alcoholic ones, beer and wine, for example.

Curtis: There are so many different people that use a delivery service. So there are people who are old and people who don't get around as easy as the rest of us, but primarily I think it was for lazy people.

Amy: Yeah, exactly. The people that we delivered to, a lot of times they actually had their own car and they literally just didn't want to go out and get the things themselves. I mean it make sense if you don't have a vehicle and the store is a little bit far from your house, it can be really convenient to have someone to bring it to you. But in our case, it was really people that found it more convenient to pick up the phone instead of going out to their car to drive to the store and get whatever they want. And of course, I mean if people had been drinking, this was a really, really good service that they could use to avoid drinking and driving.

Curtis: Yeah, the laws are really, really strict in Canada, especially now they've changed them and made them stricter. But it was a good option for people to do that and sometimes they would order food to go along with it ... and tons of different things that we used to deliver, anything from flowers to prescriptions to groceries. It felt like we delivered it all.

Amy: Yeah. Yeah, definitely. I think something that would be kind of useful for our listeners actually is if we did kind of an example of what it was like when we received a call because – especially the people that are living in an English-speaking country, they might want to call and place an order for delivery and they don't really know how to handle that. So, I think maybe we should do an example. What do you think?

Curtis: Yeah, that's a great idea. Let's do it.

Amy: Okay, perfect. So here we go. We're going to have a pretend phone call. So, ring ... ring ... Drinks and restaurants delivery. Hello?

Curtis: Yeah, I was wondering if I could get a delivery?

Amy: Yeah, sure. Can we start with your address please?

Curtis: Yeah, it's 1632 Smith Street.

Amy: 1632 Smith Street. Okay, that's downtown, right?

Curtis: Yeah, it's just in the north side.

Amy: Oh, okay. Okay, no problem. What would you like to have today?

Curtis: Oh, and it's around back the basement suite.

Amy: Oh, okay. Around back in the basement suite, no problem. And what would you like to have?

Curtis: I want a six-pack of Coronas.

Amy: A six-pack of Corona, okay. In the cans or bottle?

Curtis: I like the bottles. It just tastes better.

Amy: Okay, no problem. And anything else?

Curtis: Ah no. Maybe some limes.

Amy: Okay. Alright. Yeah.

Curtis: If you can get them.

Amy: Yeah, if the store has them. If they don't have them, do you want me to make an extra stop, or is it okay without the limes?

Curtis: Is there an extra fee or charge for that?

Amy: Yeah. We have to charge an extra fee. It's an extra \$5.

Curtis: Yeah, if they're not there, don't worry about it.

Amy: Okay, no problem. And would you be paying with cash, debit or credit card today?

Curtis: Debit, if that's cool.

Amy: Okay. And your name?

Curtis: My name is Steve.

Amy: Okay. And your phone number?

Curtis: 222-3487.

Amy: Okay. Perfect. We'll probably see you in about 35 to 45 minutes.

Curtis: Okay. Can you get the driver to call me when they come here? My girlfriend is sleeping.

Amy: Okay. Yeah, no problem. I'll send a note to the driver. Have a good day!

Curtis: Thank you.

Amy: Okay. Bye-bye.

Curtis: Bye.

Amy: Okay. So that was actually pretty interesting because Curtis pretended that he was a guy that was living in a basement suite, which is actually a type of living area I guess that is really common in Canada and North America. They have sort of the upper floor of the house will be rented by one person, and the lower portion of the house is actually rented by a separate person. And if that lower portion of the house is partially underground – it's not fully underground but it's partially in the ground – it's known as a basement suite, right? So you had to go around the back in order to get access to that suite. And what's another type of ... I don't know ... another type of building that we had to deliver to?

Curtis: Oh, so common, apartment buildings.

Amy: Mm-hmm. And what was the specific information that we needed for an apartment delivery?

Curtis: Not only did we need the actual building number of the building.

Amy: Like the address?

Curtis: The address. But because you can't access or enter the building unless you have a buzzer number, you need the buzzer number from the person as well.

Amy: Yeah, exactly, in order to buzz up and get into the apartment. So, we would arrive at the apartment building, you would enter the number that they gave you, it calls them, they answer it, and then I think they push something on the phone to let the person in. I haven't lived in an apartment so I'm not exactly sure, but it seems to me that that's how it goes. Yeah, yeah.

So okay, now, Curtis, we I think have customers that we will never forget for the rest of our lives or experiences that we've had. So, can you maybe share a little bit of information or share story about one of the customers that comes to mind?

Curtis: Ooh yeah, for sure. One came to mind instantly. Do you remember Grandma Guisachan?

Amy: Ha-ha, Grandma Guisachan. Okay. So, how did Grandma Guisachan got her name?

Curtis: Grandma Guisachan got her name because she lived on Guisachan Street. Was it Guisachan Road?

Amy: Guisachan Road.

Curtis: Guisachan Road, yeah.

Amy: And anyone who's reading the transcription of this podcast, you're going to look at the spelling of this word and say, "How ... or why are they saying it like Gooshigan? It looks like Guisachan or something."

Curtis: It's got a C and H in there. It's not Gooshigan like you would normally kind of ...

Amy: No. But I think we just picked up the pronunciation from living in the city and hearing this area of town mentioned all the time. But anyway, she lived on Guisachan Road.

Curtis: Yes, sweet old lady but she always called for her weekly treat.

Amy: Oh yeah. Yeah.

Curtis: Her weekly treat – she liked a hamburger, fast food hamburger with a drink and some fries.

Amy: That's right. And she had a very distinct voice. What would happen when she placed her order?

Curtis: Well, I'll do my best impersonation of her, I guess. She would call and she said, "Curtis, I want my weekly treat."

Amy: And you'd be like ...

Curtis: "Ah, okay. Is that the regular weekly treat?" "Yeah, the weekly treat. And make sure that the fries were hot and fresh."

Amy: Okay. Yeah. She was absolutely adamant about the fries like, "Make sure that you ask for them hot and crispy fresh."

Curtis: And they're not the easiest thing to transport or to deliver fresh.

Amy: No. Fries get soft really, really quickly. But it was interesting because she actually always placed her order ahead of time. So she would call at 2:00 in the afternoon, 3:00, when we had absolutely nothing going on, like a couple of deliveries here and there but really, really calm. And she would want to have here order delivered at 5:00.

Curtis: Precisely, like on the dot.

Amy: Like very punctual and ... well, in Canada that's actually the start of dinner rush, we called it, and dinner rush is when everybody is starting to think about what they'd like to have for dinner and they're placing their food deliveries. So it was really, really difficult to coordinate that.

Curtis: Mm-hmm. So she was very, very serious about what time she wanted her dinner, so it had to be at that exact time.

Amy: And what happened if you were late?

Curtis: Well, she wouldn't be too happy. She would call. Of course, I would be answering the phone some days and she would call, "Where are you?"

Amy: Yeah. "Where are you?"

Curtis: This is one time where she said, "Where in the high and hell water are you?"

Amy: Yeah. I think it's "Where in the hell and high water are you?" and she said it like with this southern accent. It's really weird.

Curtis: She was Canadian but yeah, it sounded like she was from the southern U.S.

Amy: Yeah, yeah, exactly.

Curtis: How about you? Anything interesting, memorable for customers?

Amy: Oh yeah. Yeah. I am not even sure where to start. I think I got more strange deliveries, uncomfortable ... I don't know. I had a lot of really, really strange deliveries but I'm going to tell you about this one that is probably one of my favorite stories to tell. And okay, so this was one of the last deliveries of the night. We normally delivered until 11:00, which is the latest hour that you're able to buy alcohol in British Columbia, where we live in Canada.

Curtis: The cut-off?

Amy: Yeah. It was like ... well, the store is closed. I guess it was the cut-off time but it was 11:00. That was the last time of the day that we could deliver alcohol, purchase alcohol, etc. So, anyway, I got this call and I think these people they wanted like a bottle of Bacardi Rum and some Coke or something like that, some Coca-Cola. And I headed to my car and I was driving.

It was kind of in the outskirts of town in a rural area, and this house had this really long driveway like maybe, I don't know, three hundred meters long or something. So I imagined that the people in the house, they probably saw my headlights coming up the driveway for a really, really long time. And by the time I got up to the house, there were two people coming out and they said, "Oh hey, how's it going?" "Pretty good. Thanks. Okay. So let me get your order for you."

And I walked around to the back of my car and opened the hatch. I had a hatch back car. So I opened the hatch, and I had my delivery debit machine with me and we were doing the transaction. And suddenly the two people that I was talking with they said, "Oh no," and I'm like, "Oh, what's going on?" And I looked up and there was this ... the house had a porch light outside, and all I saw was this silhouette of this guy, and I thought, "Oh okay." But I couldn't see anything because it was dark, the light was behind him. I just saw kind of the shape of a man, right? And then ... anyway, he walked over to the car and they started laughing, and they're like, "Oh no, no! What are you doing? Get back in the house."

The guy came around the side of my car. I actually left my driver side door open and what he did was he kind of put his leg up on the inside frame of my door and had his arm resting on the open door.

Curtis: Okay.

Amy: And this guy was completely naked.

Curtis: What? You saw nudity?

Amy: Of course. I told you about this, remember?

Curtis: Oh, yeah. Yeah. Well, that was like a classic one.

Amy: Oh, yeah. Then there's that awkward moment of like, "Oh my God, there's a naked guy standing in the door of my car. But, you know, like he had one leg up and it was a full show.

Curtis: What did you do?

Amy: I just laughed. I mean obviously, that's what he wanted. He wanted this reaction of "Ha, ha, ha! I'm going to do something funny." You know, he was drunk, so he thought it was a good idea. But I think that's probably my best delivery story ever.

Curtis: It makes mine sound pretty boring.

Amy: Well, did you see any naked people in your delivery?

Curtis: I saw people in their underwear and that's as close to nudity as I saw.

Amy: Oh, okay. Yeah. I definitely had a few people that answered the door in their underwear, but you know, whatever. I guess if you're comfortable.