

# Delivery Driver Interview Questions

## **1. What prompted you to take up work as a delivery driver?**

I had poor experiences working hospitality jobs, so I thought I'd do it for a short amount of time while I was in between jobs.

## **2. What delivery service did/do you work for?**

Uber eats.

## **3. Did you ever notice unexplained irregularities in your pay?**

Not really in my experience, it all seemed pretty legit when I did it.

## **4. What vehicle type did you use to complete your orders?**

I used a pushbike.

## **5. Were you automatically allocated orders or did you get to choose what orders you accepted?**

I could choose what orders I accepted, however when you were desperate for orders and it had been a quiet day you don't really have an option.

## **6. Did you ever have to deal with harassment or abusive behaviour as part of your job? If yes please detail.**

Sometimes restaurant staff would be rude and abusive to you for no reason, as if you're the reason they get bad reviews on delivery, it seemed to me that most business owners dislike

delivery riders. Customers in apartment buildings were usually the rudest, as they refused to come down and get their order from the lobby, forcing you to waste time going all the way up to their room. Generally though, customers were pretty OK.

**7. Did the job take a psychological toll on you? If yes, please detail.**

Not really for me, luckily because I lived with my parents at the time I had financial support from them so I didn't need to work 24/7. If I had to do that for my only income, it most definitely would have.

**8. Did you or anyone you know working the job ever get injured or into a vehicle accident? Did you have a close call? If yes, please provide details, e.g., were you rushing to complete an order?**

I've definitely had close calls before, the bag they give you makes it impossible to do head checks when you're on a bike, and I was nearly cleaned up by drivers multiple times because I couldn't see behind me at all. I tried to avoid busy roads because of this, but still definitely felt unsafe at times.

**9. Did the job prompt you to take risky behaviours in order to complete orders on time?**

Definitely, you get better reviews if you're quicker and take risks, so you're obviously going to do that. Sometimes the restaurant would be running behind but the customer would still blame you if it's late, so you are forced to rush and take risks as well.

**10. Were you or anyone that you knew terminated unfairly?**

No

**11. Did you take much notice of your delivery rating? Did it affect your perception of your abilities to work? Did you alter your conduct at the job in order to try and get a higher rating?**

Yes of course, a higher rating means you get more jobs. So it's inevitable you alter your conduct to improve it.

**12. Are there any other significant memories of the job that stick out? Something that stuck with you perhaps?**

The fact that it's very difficult to make above the minimum wage. Yes at the busiest times of the week, (saturday, friday night) you can make maybe 5-10 bucks over minimum. But every other time it's not a living wage. It's pretty grueling work, with very little reward plus customers sometimes show a severe lack of empathy for your time spent. They'll make you navigate an entire apartment block so they don't have to leave their room, while it's costing you money and trips to do that. I quit after a few months for all these reasons.