English for delivery drivers

1. Say who you are and that you have a package for her apartment

Hi! Sorry, the buzzer doesn't work. Is that package for me?	Hi! I have a package for apartment 4B.
Yes, that's me. Is it heavy?	Not too bad. Here you go.

- Hi, I have a package for apartment 4B.
- Delivery! Is this building 22 Oak Street?
- I rang the buzzer, but nobody answered.
- The buzzer doesn't work. Can you come down?
- I'm calling from the front door.

2. Check the name on the package

That's my roommate's name. Can I take it?	Yes, if you live in 4B, you can take it.
Is it the right address?	Yes, apartment 4B, the same one.

- Is this package for Dana Ortiz?
- What's your name, please?
- The name on the package is Dana Ortiz. Is that you?
- I think this is the wrong address. Let me check.

3. Ask her to sign

Do I need to sign?	Yes, please sign here and print your name.
My ID is upstairs. Is that okay?	A signature is fine for this one.

- Please sign here.
- Please print your name.
- I need to see an ID for this package.
- Can someone sign for it?

4. Answer her question about leaving the next one with a neighbor

Next time, could you leave it with a neighbor?	Yes, I can. Which apartment?
Or just leave it at the door?	I can, and I'll leave a note.

- I can leave it at the door.
- I can leave it with a neighbor.
- I'll leave a note on the door.
- Is there someone who can take it?

5. Say a short, friendly goodbye

Thanks so much!	You're welcome. Have a nice day!

- Here you go.
- Have a nice day!
- Thanks, take care!

Deliver a package to an English-speaking customer, an AI chatbot: kotokin.com/learn/english/english-for-delivery-drivers