Listen to a report about Uber Eats, a new kind of business. Complete statements 1-10 using information from the recording. Do not use more than THREE WORDS. Statement 0 is an example.

UBER EATS

UBER EATS SERVICES	• It is helping restaurants **(0)**__***grow***_____their businesses
LA GRAN VIA BAKERY	• It was founded in (1) _____ • They sell pastries and cakes, as well as (2)_____ patties • The owner, Leyva, decided to (3)_____a virtual restaurant
BROOKLYN BURGER HOUSE	• (4)_____have increased by 30%
ELYSE PROPIS	• Uber eats identifies restaurants where there's unmet(5)___
DANIELA GALARZA (from Eater Magazine)	• For restaurants, (6)_____has always beenan issue • To assure adequate service, the company has to decide whether to supply the employees with somekind of (7) ___
JAY JERRIER (Cane Rosso's owner)	• In restaurants, benefits left are (8) _____ • Customers have to pay for service and credit card (9) _____ • Delivery is never as (10)_____as dining in • The American tradition of (11)_____at weekends is disappearing

LIVEWORKSHEETS

TRANSCRIPT

STEVE INSKEEP, HOST: Uber, the ride-hailing app, is in business with hundreds of virtual restaurants. These are restaurants that exist mainly online delivering food to your house via a service called Uber Eats. Uber says it is helping restaurants **(0) grow their businesses** and providing a service to customers. NPR's Jasmine Garsd reports on how it works and why it's such a divisive issue in the foodindustry.

JASMINE GARSD, BYLINE: It's a chilly autumn afternoon. But inside a little Brooklyn bakery, it's hot and busy. La Gran Via Bakery, **founded in (1) 1978**, makes typical Latin goodies - coquito, tres leches and homemade dulce de leche and cakes. As I walk in, one customer is ordering for a birthday.

UNIDENTIFIED PERSON #1: (Speaking Spanish).

UNIDENTIFIED PERSON #2: (Speaking Spanish) - happy birthday, Roni (ph).

GARSD: Behind the pastry counter in a corner, there's a little grill with **(2) meat patties** sizzling.

GARSD: A few months ago, Uber Eats approached the bakery with a proposition that sounded bizarre to owner Betsy Leyva – **(3) why don't you set up a virtual restaurant?**

BETSY LEYVA: I was like, are you crazy? Like, what do you mean? Like, what are you talking about?Like...

GARSD: A restaurant that exists solely online. Uber Eats suggested they serve burgers, nachos. But Leyva decided to give it a shot. That's how Brooklyn Burger House was born. Leyva says it might be virtual, but the profits are real.

LEYVA**: We've increased our (4) sales by about 30 percent**, so it's very exciting. It is very exciting.

GARSD: Elyse Propis leads virtual restaurants at Uber. She explains that people use Uber Eats to search for food.

ELYSE PROPIS: And when we see people searching for something but not finding it, that signals to us that there is an opportunity and **there's unmet (5) demand**.

GARSD: Then Uber eats approaches an eatery and suggests they create a virtual side restaurant with the dishes that people are looking for but can't find enough of. Daniela Galarza is a senior editor of Eater Magazine, a publication about the industry. She says **in the restaurant biz, the (6) delivery part has always been a headache.**

DANIELA GALARZA: Where they have to pay somebody - they have to figure out if they need to insure them. You know, they have to figure out the delivery distance. **Do (7) they need to provide them with a vehicle, a car, a bike, whatever it may be?** Whereas Uber - it's already built into that platform.

GARSD: Not everyone sees Uber Eats and the virtual restaurant as a good thing.

JAY JERRIER: You know, I haven't had the stones to say, all right, cut them off. I mean, although many, many people would love to just tell Uber to go, you know, jump off a bridge.

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GARSD: Jay Jerrier owns Cane Rosso, wood-fired pizzerias in Texas. They specialize in thin crust. **You know what else is (8) thin, he says? Profits on any restaurant**, and Uber Eats is taking a big slice.

JERRIER: You know, because they charge us between 30 and 35 percent of whatever the bill is. And then the customer pays anywhere from, you know, 2 bucks to 6 bucks for the delivery plus **a service fee plus credit card fees (9)**. So you know, it's nuts.

GARSD: Uber Eats wouldn't provide specifics on how much it charges restaurants. It says it varies by location. Jerrier says for all the promises of expanding a customer base, **delivery is just never as (10) profitable as someone dining in**. And it's not just that.

JERRIER: You know, **(11) when I was growing up, it's, like, I loved, you know, Thursday, Friday, Saturday because I knew there was a chance - just a chance – that we may be going out to, like,the neighborhood restaurant.**

GARSD: He wonders, are we losing that? But Jerrier still uses Uber Eats to deliver his pizzas. He feels he can't say no because, for better or worse, big tech has staked its fork deep into America's dish.

Jasmine Garsd, NPR News, New York.

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