onway
LOGISTICS

AT YOUR DOOR

At Your Door

Arabic & English for the Onway Delivery Soldier

Free handbook

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Part 1 · Who you are

1

You are a Soldier, not only a driver

You do not only drive a car. You bring food to a hungry person. That is more than a duty. It is a service.

The lift is out and the order is on the twentieth floor. You still climb the stairs, because someone up there is waiting to eat.

The customer knows Onway by your face, and knows the platform they ordered from by your face too. When you do well, everyone does well.

This book teaches you the Arabic and English you need for the job, and how to stay calm when things are hard.

Part 2 · Every delivery

2

Before you leave

- Clean clothes, clean car. The car should smell of nothing but the food.
- Check that your phone is charged and the internet works.
- At the restaurant, match the items and the order number before you leave.
- Keep hot food and cold drinks apart. Keep the bag upright.
- Wear your seat belt. Keep to the speed limit. Do not hold your phone while driving.

3

At the customer's door

- Ring the bell once or knock gently, then step two paces back from the door and turn to the right. Turn to face the customer only when they appear.
- Greet first, and speak with a smile.
- Do not look inside the home and do not go in. Respect the family's privacy.
- Hand over the food with your right hand. Offer the money or the card machine politely.
- Do not photograph the customer's home or people. If the app asks, photograph only the order at the door.
- End with thanks: Shukran, bil-afiya.

Part 3 · Hard moments

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When the customer is angry, treat him as your own

A customer who is angry may be hungry, tired, or have a child crying for food. The anger is at the situation, not at you.

Think of him as your older brother or your father. If your father were angry because he was hungry, would you argue with him?

- Listen quietly to everything. Do not interrupt.
- Keep your voice low. Never argue.
- Apologise: Asif, haggak alaina.
- Offer a solution. If you cannot, tell support.
- Step away from the door and take a long breath. Do not carry the anger to the next order.

Remember: the person you win with patience today will order again tomorrow.

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Stay cool in an emergency

In trouble, the first thing to do is stop and take three long breaths. A cool head is your best protection.

- People first, then the car, then the order.
- If you cannot find the address, call the customer and ask for the location. If that fails, tell support.
- If the car breaks down, stop at the side of the road, switch on the hazard lights and tell your supervisor.
- If you feel ill, do not drive. Tell the company in advance.
- If someone wants to fight, walk away and call your supervisor.
- Important numbers: ambulance 997, traffic police (Muroor) 993, Najm 920000560, emergency 911 (Riyadh and Makkah regions).

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Car accident: how to call Najm

Najm is the organisation that reports accidents involving insured cars. Without a Najm report there is no insurance claim.

1. Stop the car and switch on the hazard lights. Do not leave the scene.
2. If anyone is hurt, call an ambulance on 997 first.
3. Photograph both cars from all four sides: the damage, the number plates and the position on the road.
4. If the accident is minor and the cars block the road, move to the side after taking the photos.
5. Report to Najm: call 920000560 or use the Najm app.
6. If anyone is hurt or the other car has no insurance, call the traffic police (Muroor) on 993.
7. Do not argue with the other driver. Najm decides who is at fault. Do not sign anything you do not understand.
8. Tell your Onway supervisor straight away.

9 Show your Iqama, driving licence and car registration (Istimara). Keep the SMS with the report number and send it to the company.

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Arabic and English for the job

Greeting and arriving

Arabic السلام عليكم

as-salamu alaykum

English **Hello, sir.**

Arabic معك مندوب التوصيل

ma'ak mandoob at-tawseel

English **I am your delivery driver.**

Arabic طلبك وصل

talabak wasal

English **Your order has arrived.**

Arabic أنا عند الباب

ana ind al-bab

English I am at the door.

Arabic أنا تحت العمارة

ana taht al-imara

English I am downstairs.

Arabic خمس دقايق وأكون عندك

khams dagayeg wa akoon indak

English I will be there in five minutes.

Finding the address

Arabic وين الموقع بالضبط؟

wain al-mawgi' bid-dabt?

English Where exactly is the location?

Arabic ممكن ترسل الموقع؟

mumkin tirsil al-mawgi'?

English **Can you send me the location, please?**

Arabic أي دور؟

ay dor?

English **Which floor?**

Arabic رقم الشقة كم؟

ragam ash-shigga kam?

English **What is the apartment number?**

Arabic ما لقيت العنوان

ma lageit al-unwan

English **I cannot find the address.**

Arabic الأصنصير عطلان، بطلع بالدرج

al-asanseir atlan, batla' bid-daraj

English **The lift is not working. I will take the stairs.**

Handing over and payment

Arabic تفضل طلبك

tafaddal talabak

English **Here is your order.**

Arabic الدفع كاش ولا شبكة؟

ad-daf' kash walla shabaka?

English **Cash or card?**

Arabic المبلغ خمسين ريال

al-mablagh khamseen riyal

English **The total is fifty riyals.**

Arabic الطلب مدفوع

at-talab madfoo'

English **The order is already paid.**

Arabic ما عندي صرف، آسف

ma indi sarf, asif

English **Sorry, I do not have change.**

Arabic ممكن تتأكد من الطلب؟

mumkin tit'akkad min at-talab?

English **Could you check the order, please?**

Arabic شكراً، يعطيك العافية

shukran, ya'teek al-afiya

English **Thank you. Have a good day.**

Arabic بالعافية

bil-afiya

English **Enjoy your meal.**

Delay and apology

Arabic آسف على التأخير

asif ala at-ta'kheer

English **Sorry for the delay.**

Arabic الزحمة قوية اليوم

az-zahma gawiyya al-yom

English **The traffic is heavy today.**

Arabic المطعم تأخر في تجهيز الطلب

al-mat'am ta'akhkhar fi tajheez at-talab

English **The restaurant was late preparing the order.**

Arabic لحظة لو سمحت

lahza law samaht

English **One moment, please.**

Arabic أنا في الطريق

ana fit-tareeg

English I am on the way.

Arabic ممكن تنزل تستلم الطلب؟

mumkin tinzil tistalim at-talab?

English Could you come down to receive the order?

When the customer is angry

Arabic أعتذر منك، حقك علينا

a'tathir minnak, haggak alaina

English I apologise. You are right.

Arabic أفهمك، وأبغى أساعدك

afhamak, wa abgha asa'idak

English I understand, and I want to help you.

Arabic فيه شي ناقص؟ خلني أتأكد

feeh shay nagis? khallini at'akkad

English **Is something missing? Let me check.**

Arabic بتواصل مع الدعم الحين

batwasal ma'a ad-da'm al-heen

English **I will contact support right now.**

Arabic إن شاء الله ما تتكرر

in sha Allah ma titkarrar

English **It will not happen again.**

Accident and emergency

Arabic صار حادث بسيط

sar hadith baseet

English **There has been a small accident.**

Arabic أنت بخير؟

inta bi-khair?

English **Are you okay?**

Arabic لازم نتصل بنجم

lazim nittasil bi-Najm

English **We need to call Najm.**

Arabic عندك تأمين؟

indak ta'meen?

English **Do you have insurance?**

Arabic نحتاج إسعاف

nihtaj is'af

English **We need an ambulance.**

Arabic السيارة تعطلت

as-sayyara ta'attalat

English **The car has broken down.**

Arabic	أنا مندوب شركة أون واي
	ana mandoob sharikat Onway
English	**I am a driver with Onway Logistics.**

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Numbers and money

Amounts in the app are in riyals. Say the number, then say riyal.

Number	Arabic	Say it	English
1	واحد	wahid	one
2	اثنين	ithnain	two
3	ثلاثة	thalatha	three
4	أربعة	arba'a	four
5	خمسة	khamsa	five
6	ستة	sitta	six
7	سبعة	sab'a	seven
8	ثمانية	thamaniya	eight
9	تسعة	tis'a	nine

10	عشرة	ashara	ten
20	عشرين	ishreen	twenty
50	خمسين	khamseen	fifty
100	مية	miya	one hundred

Part 5 · Your word

9

The Soldier's promise

- I will arrive on time.
- I will speak with a smile.
- I will answer anger with patience.
- I will drive by the rules.
- I will treat Onway as my own company.

To learn more Arabic and English: arabicenglishshikhi.com