

Shmanners 175: Food Delivery

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Travis: [Boston accent] Yeah, uh, did somebody order a podcast with, uh, extra mustard?

Teresa: Ew, no. It's Shmanners.

[theme music plays]

Travis: Hello, internet! I'm your husband host, Travis McElroy.

Teresa: And I'm your wife host, Teresa McElroy.

Travis: And you're listening to Shmanners.

Teresa: It's extraordinary etiquette...

Travis: ...for ordinary occasions. Hello, my dove.

Teresa: Hello, dear.

Travis: How are you?

Teresa: Oh my gosh.

Travis: You got a bit of a summer cold.

Teresa: I do have a summer cold.

Travis: You got the sniffles.

Teresa: And the snorts. And the coughs.

Travis: And the wheezes and the sneezes.

Teresa: That's right. All of those.

Travis: Hi, everybody.

Teresa: [laughs]

Travis: It's Travis and Teresa, back at it again. [laughs]

Teresa: [laughing] Okay.

Travis: With another banger.

Teresa: Alright.

Travis: Um, now I'm remembering, this episode was suggested by somebody, so I'm gonna look that up. But we're talking about food delivery. Like having food delivered to you.

Teresa: That's right, we are. And we had food delivered to us this evening, didn't we?

Travis: We did! We ordered... now, many of you may not have heard of this before, but it's called pizza.

Teresa: Pizza.

Travis: And it's like flat bread, but – and I know what you're thinking, "That's it?" – no, no, no. This thing has sauce on it, and toppings... it's truly amazing.

Teresa: It's like Italian rarebit.

Travis: Sure. Okay. [laughs] A touchstone that everyone is sure to understand.

Teresa: [laughs]

Travis: Alright.

Teresa: Well, you know what rarebit is, right?

Travis: Isn't that just like, everything thrown in a pie?

Teresa: Nooo.

Travis: Then no. Then clearly, I don't know.

Teresa: It's bread soaked in wine with melted cheese on top.

Travis: Oh. Yeah, okay. That's a lot like pizza, I suppose.

Teresa: A little bit. But pizza is the Italian rarebit.

Travis: This came to us from Marietta. Thank you, Marietta. So, we're talking—now, here's the thing. Once again, folks... just like when we talked about retail, and we talked about a lot of things on this show... your boy, Travis McElroy, has some personal experience with this.

Teresa: I don't, because I had the same job for 15 years.

Travis: Yes. I worked as a food delivery driver for, uh, let's say a popular sandwich company, known for the speediness of their delivery.

Teresa: [laughs] No free advertising, because pay me.

Travis: No, I also didn't super enjoy working there. I don't know that that's a reflection of the company, or a reflection of my personal boss who was a real jerk. But I, uh... I was a delivery driver for them. I also delivered food, uh, as a room service delivery person, so I think that counts.

Teresa: Which one did you like better?

Travis: Uh... y'know, I will say, they both had their pluses. When I did the delivery driver, what I really liked was, I got to like, be in my car by myself a lot.

Teresa: Mm-hmm.

Travis: Y'know? So I would mostly just like, listen to music, and didn't have to talk to other people. Uh, when I did room service, I got tipped a lot better.

Teresa: Yeah.

Travis: It was usually, like... one time... [laughs] One time, this dude, attempting to impress the person he was with, tipped me like, 50 bucks for a glass of orange juice that I delivered to the room. And then he ordered lunch, too, and when I went back, he kind of like, leaned out the door, and he was like, "I don't have any more money to tip you." And I was like, "It's okay. We're fine. It's alright."

Teresa: [laughs]

Travis: And so, I liked working in the hotel, just 'cause it felt like, more of like, an experience. And my boss was nicer. So...

Teresa: Well, and I imagine that, if you work in a hotel, since you don't have to drive in between places and the restaurant, you... I mean, like, you deliver more things, ergo, you make more tips that way.

Travis: Correct. And here's the other thing. I'll just go ahead and throw this out right ahead of time. This is a Travis McElroy top tip. Is that TMTT?

Teresa: Oh boy.

Travis: #TMTT. Delivery drivers don't... or at least, I didn't, and I assume most of them don't, get reimbursed for gas. Like, you pay for your own gas out of like, tips.

Teresa: Oh, really?

Travis: That's usually why, in a lot of like, uh, like, things that's like, "service charge" already built into it. And like, for every dollar of service charge, like, I think I got like, 20 cents or something, and that was supposed to go towards gas. And they're driving their own vehicles most of the time, so like... always kind of factor that in. Especially if you live pretty far away from where the place is. Even if you order—this is the other thing, right? If you order, let's say, one food, right? Whatever it might be.

Teresa: [laughs] One unit of nutrition.

Travis: Right? One unit of food, right? Or, you order 20 units of food, the person is still driving the same distance, and it's still taking the same amount of time to get there. So, it's not really the same as tipping at a restaurant, where you're dealing with like, a server. I think there should just be like, flat, y'know, like, five to ten dollars.

'Cause if I deliver—man, that happened to me once. I delivered somebody like, a five dollar order, and they handed me a dollar, which didn't even cover the gas it took to get there. Don't do that, folks. Be better than that.

Teresa: Well, but also, I mean, so, that makes sense in two ways. First of all, make it worth the time that it took. But also, if like you said, you order 20 units of food, you don't have to tip on a \$200 bill. You... it's the same amount. So you can lower your tippage to like, 10% instead of...

Travis: Well, because that's the thing, and I'm sure we'll talk about this a lot more when we get to questions and everything. But tipping delivery drivers, delivery people, is different. You are tipping for a different reason than service, right?

Teresa: Right.

Travis: Now it's an inconven—basically, you are saying, "You saved me the trip of having to do this," rather than like, "Oh, that was great service."

Because most of the time, the delivery driver is not making the food, so they like... they may have a like, determining factor in how quickly it gets to you. But like, how long it takes the food to be ready, whatever, is rarely the delivery driver's job.

And so, you're really tipping for like, thank you for saving me the trip of having to do this.

Teresa: Right. So, hey.

Travis: Yes.

Teresa: Let's talk about some history.

Travis: Uh-huh.

Teresa: Um, not surprisingly, like a lot of modern conveniences, we can go all the way back to the Roman empire.

Travis: Wow, really?

Teresa: Yeah!

Travis: I don't know why I'm so surprised by that, but I thought you were gonna say, like—

Teresa: I thought you were gonna do a spit take. [laughs]

Travis: I almost did! I was taking a drink of water! I thought you were gonna say like, invention of cars or something.

Teresa: Nope.

Travis: Okay.

Teresa: So, during the Roman empire, there were fast food restaurants, or fast food stalls, basically, called Thermopolium, I believe.

Travis: Whoa.

Teresa: Thermopolium. Ther-mop-pole-ium?

Travis: Sure. Hey, listen, you did better at it than I would.

Teresa: It's a dead language, I don't know.

Travis: Yeah. Is Roman a dead language? [laughs] I don't know.

Teresa: They speak Latin.

Travis: What?

Teresa: Didn't they?

Travis: I don't know. Hey, it's not a history podcast, folks.

Teresa: Okay. [laughs] Oh no, it is kind of.

Travis: Well... hey.

Teresa: Blame is on the cold mediciiine?

Travis: Okay.

Teresa: Okay. And it was kind of like a food court, right? At a mall. If you think about that.

Travis: Okay.

Teresa: So you had a counter, right? With large, clay pots, almost cafeteria style, right? Somebody ladlin' in your slop. Um, and it was so popular in the

ancient world that there were 80 of these fast food restaurants all over Pompeii.

Travis: And they're still around today!

Teresa: Uh, I mean, they are.

Travis: Well...

Teresa: Eh...

Travis: Okay.

Teresa: So, it's not just the Romans. This convenience food trend has its own legend. Um, so, uh, we had pizza delivery this evening.

Travis: Correct.

Teresa: And legend has it that the first pizza delivery...

Travis: Was a discus being thrown, and it went through a sauce factory, and then through a pepperoni factory, and then through an oven factory, until they caught it.

Teresa: [laughs]

Travis: And they were like, "Wait a minute!"

Teresa: "This is delicious! But it needs cheese." [laughs]

Travis: Well, cheese wasn't invented until 1826. Even I know that, Teresa. Come on.

Teresa: [laughs] Um, around 1899, when King Umberto the First of Italy, and Queen Margherita of Naples—

Travis: Umberto's— isn't there an Umberto's, like, pepperoni?

Teresa: I don't know.

Travis: I think there's a pepperoni company called Umberto's. Or it's a Chef Boyardee kind of thing? Anyways, go on.

Teresa: Anyway. Queen Margherita of Naples were visiting Naples.

Travis: Margherita like the pizza!

Teresa: Yes, Margherita like the pizza. The queen was feeling ill, and wanted some traditional Italian food to soothe her stomach. I don't know really how that works, but...

Travis: So she wanted some pizza to calm down her stomach? Okay.

Teresa: So, um, chef Raphael Esposito had the honor of serving pizza with basil, mozzarella, and tomato!

Travis: That's margherita pizza!

Teresa: That's right! To resemble the Italian flag, is why he chose those. So, obviously, you can't expect the king and queen to come on down to your pizzeria.

Travis: Uh-huh.

Teresa: So, he delivered it himself.

Travis: I see!

Teresa: Thus, creating the first ever pizza delivery in recorded history.

Travis: Ohhh!

Teresa: Like I said, legend has it. I found this in several websites, but like...

Travis: I mean, it tracks.

Teresa: It all makes sense, but a lot of these things that are legends actually make sense because people have changed them. Um, why do you think that, uh, pizza delivery gets all the action, though? Because lots of other foods are highly deliverable. Especially...

Travis: Why do I think pizza delivery...

Teresa: Well, I mean, this is my—

Travis: Oh.

Teresa: --segue.

Travis: Oh, I thought that was a rhetorical—okay, it was rhetorical.

Teresa: It was rhetorical. You started to answer.

Travis: I thought there was an answer for that. Ohh. I was gonna say, 'cause the boxes are so stackable.

Teresa: [laughs]

Travis: 'Cause they're flat. You can get a lot of 'em in a little space.

Teresa: So, back when India was still under British rule, they developed the dabbawala meal delivery system in areas like Mumbai. It's the name given to delivery men who deliver meals directly to people at work.

Travis: Oh, okay.

Teresa: And the system still works today; although, it's largely powered by texts and Wi-Fi and stuff like that.

Travis: Yeah, that tracks.

Teresa: [laughs] Um, over here, on our side of the world, there's even some evidence that ancient Aztec markets sold tamales to eaters from stands on the main thoroughfare—

Travis: So, food to go.

Teresa: Food to go. Which isn't really delivery, but it is kind of food brought to you, if you are going into the city for work.

Travis: Listen, we could get into a whole conversation. Maybe we will. Maybe this will be like, when we do our next ask Shmanners, because I don't know that this would be another full episode. But pick up versus delivery is a whole thing. I think we have one question about that in the questions section, but it's—hey, listen. They're very close. There's some overlap there in that Venn diagram.

Teresa: So, here is, uh, where you thought our story actually began.

Travis: The invention of the car.

Teresa: Not—I mean, the invention of the television.

Travis: See, that's not where I thought our story... but okay.

Teresa: Well, but it's the right century, at least.

Travis: And now you can get meals straight out of your TV.

Teresa: [laughs] No. TV, uh, was largely blamed for becoming the entertainment of an evening, and so people no longer wanted to go out of their homes for fear of missing what was on television.

Travis: Yeah, 'cause TV rules.

Teresa: So um, restaurants found that they were suffering in the '50s, with everyone, y'know, in front of the tube.

Travis: Yeah. 'Cause once again – I'll say it again, it's worth saying – TV rules. TV is not a corrupting thing that did bad. Everyone before TV just didn't know how much they needed TV until TV came, and everyone went, "Wait, this is so much better than not." Okay, go on.

Teresa: Um, and so, this is when restaurants decided, hey, we're losing our money to the TV box.

Travis: Mm-hmm. That's what we call it.

Teresa: Let's make our foods, uh, carry out or delivery.

Travis: Uh-huh.

Teresa: And pizza, like we talked about before, is a very good food for delivery. And this was the time, in y'know, the post-World War II boom, where the soldiers were returning home, and they had gotten used to European food. Especially Italian food.

Travis: Uh-huh. And y'know, here's another reason I thought that pizza was probably—first, stackable. Right?

Teresa: Right. Right.

Travis: Second, you technically don't need a plate to eat it, right? 'Cause you eat it with your hands. It's already divided into sections, so you can just pick it straight up out of the box. Right? Doesn't necessarily dirty dishes, and you can eat it anywhere. Okay.

Teresa: Um, then again, Chinese food – American-Chinese food.

Travis: Yes.

Teresa: Especially in San Francisco, in the '20s, really started it. Started great delivery service, which quickly spread throughout the United States.

Travis: That tracks.

Teresa: Um, and I'm gonna make an argument for Chinese food... it's served in those fun little boxes.

Travis: Oh, yeah.

Teresa: Again, you don't need plates.

Travis: Also, once again, a meal that is, uh, you can like, batch make. Right? So that's probably another reason that like, the restaurants are like, so prevalent. You can batch make a bunch of something, right? And then distribute it into individual containers.

Teresa: Mm-hmm.

Travis: Right? Yes. Plus, I do—I do like the paper containers. They're fun.

Teresa: They are fun!

Travis: You always see them in movies and TV shows, and they always look like so much fun. Somebody's eatin' straight out of 'em, to show that maybe they're havin' a bad day. Y'know, pull it out of the fridge and eat straight out of it. Short hand. Like when someone grows a beard, so you know they're having a rough time, or they're wearing a robe, and you're like, "Oh, no."

Teresa: Oh, no. You're having a sad day.

Travis: You're having a sad day, 'cause you have a beard.

Teresa: Um, so, let's focus in on the United States for a second.

Travis: Okay.

Teresa: 'Cause we talked about Italy. But there were a lot of like, strictly takeout joints, especially in the American south, because it was one of the few ways that African Americans could create business and build wealth. So even before emancipation, southern food outlets run by African Americans would cause people to reroute entire trips to go and eat the famous foods.

So a lot of these food stalls would be near train stations, or they would be through like, main town thoroughfares, places where African Americans wouldn't usually be welcome. The food that they made made it so that they became tourist attractions, basically.

Travis: Okay.

Teresa: Um, unfortunately, according to a lot of Jim Crow laws, most of these restaurants were still segregated. So even if the food purveyors were African American, African Americans were often not even allowed to eat in the same room as the white tourists.

Travis: Hence why takeout and delivery was so important.

Teresa: Right.

Travis: Got it. That tracks. It sucks, but it tracks.

Teresa: That tracks. Another fun delivery food that we don't think about as delivery, at this point. So, with—

Travis: What? I'm trying to—sloppy joes? Like, what...

Teresa: [laughs] With the industrialization happening in the early 20th century in the United States—

Travis: Ice cream. Is it ice cream?

Teresa: Nooo.

Travis: Waffles?

Teresa: Nooo.

Travis: Ice cream waffles?

Teresa: No.

Travis: Waffle ice cream?

Teresa: Well, we talked about Chinese food on the west coast. But on the east coast...

Travis: Oysters.

Teresa: Yeees!

Travis: Really?

Teresa: That's right!

Travis: Okay.

Teresa: Oysters. Scallops. Chowder. Sea creatures.

Travis: Like raw oysters?

Teresa: I'm pretty sure.

Travis: I—not—like, about a week ago, I went to like, take out pickup food. Y'know, takeout food. And they had on the menu oysters, and I really love oysters, and I thought about like, getting some takeout oysters. And the idea of it was so upsetting to me, I couldn't bring myself to say it.

Teresa: Well, fried oysters.

Travis: Oh, yeah.

Teresa: Would probably last—

Travis: I'm talking raw on the half shell oysters. Put them in the car for a 35 minute drive home... it was very upsetting to me.

Teresa: [laughs] Well, I mean, if you're one of these workers walking, uh, from their home to work, or having a lunch break in the city, you can fit an oyster in each hand.

Travis: Yeah. That's, uh... they don't have `em here in Cincinnati. No one's surprised by that. It is a, more or less, if you don't count the Ohio river, landlocked country. Or, city. It's a country all its own.

But in like, LA and Portland, in Boston, like, there are stands, right? Where it's just like, oysters on the half shell for like, y'know, 50 cents, a dollar each. And you just walk up, and you get some oysters, and you keep walking. And I love it.

Teresa: The... the funny thing about oysters, and a lot of seafood in general, is it was once considered the kind of like... poor person's meal.

Travis: Yeah! You're scooping bugs out of the ocean! You're scooping something that looks like snot out of the ocean!

Teresa: Now it is considered delicacy, and we pay out the nose for it, due to, largely, overfishing.

Travis: Yeah.

Teresa: People were just like, "These things are everywhere! I don't want them, they're so common. Give them to those poor people."

Travis: Mm-hmm.

Teresa: And then everyone was like, "Oh, no, there's none left for me. Now they're expensive."

Travis: You do a really good impression of whoever that person is.

Teresa: [laughs] Does the stuffy nose help?

Travis: It really does.

Teresa: Okay, great. Alright. So, let's move up to the last great innovation in takeout and delivery. In the 1960s...

Travis: The warming box.

Teresa: No.

Travis: Oh.

Teresa: The chafing dish? Is that what you're talking about?

Travis: No, y'know the thing where they bring it, and it's like, soft sided, but it has like, aluminum kind of thing on the inside to keep stuff warm?

Teresa: No.

Travis: No?

Teresa: Food trucks!

Travis: Oh, okay.

Teresa: Uh, food trucks started gaining popularity in the 1960s. Uh, music festivals, hippie outdooriness, business stuff.

Travis: And this way, they could bring the whole restaurant.

Teresa: It's true!

Travis: Offer a lot more, uh, choices and like, fresh baked food straight to you. I'm a big fan of food trucks. Listen, I know – it's pretty out there. I'm a bit of a rebel. But i like food trucks.

Teresa: [laughs] Well, food trucks of today are, y'know, they're like almost gourmet kitchens on wheels. But they didn't start out that way. They had a little bit of a reputation for being... [clears throat] Roach... coaches.

Travis: Oh, I see. A lil' grody.

Teresa: Yeahhh. But, not so much anymore. So, this is kind of like, the last stop on the take out delivery train. Um, until... we didn't need trains anymore, because we have airplanes, and that airplane is called... [laughs] The internet.

Travis: Okay. Oh, wow. That was a really... there was a lot in that metaphor. But I do understand what you're saying, because you had said like, y'know, last big stop. But I would argue that right now, we're in a bit of a delivery kind of revolution, where like, you can—

Teresa: Yeah. Like I said, there's no more trains. There's just planes, because it's the internet.

Travis: Well, I remember, like, for delivery, right? Having like, the one kind of like, Chinese food menu, like, in the drawer, and like, knowing what two pizza places would deliver to you. And like, then, other than that, it was just driving around. And like, if you saw a place, trying to remember like, there is a place there, right? And now, being able to say, "What kind of cuisine would I like this evening?" And then like, sorting that in the app in your phone.

Teresa: Exactly.

Travis: Kids today don't—okay, listen.

Teresa: Not to mention...

Travis: Oh?

Teresa: Um, that people can now get meal kits, groceries, other local business delights, delivered to their home via the internet, right? So, you don't even... you can buy a meal already cooked, or you can buy a meal to cook yourself.

Travis: It's perfect.

Teresa: It's perfect.

Travis: Hey, we're gonna answer some of your questions. But first, here's a word from our sponsors, and a thank you note for them.

[theme music plays]

Travis: Shmanners is sponsored in part this week by Room Key. Listen, Room Key is a hotel search site dedicated to transparency in travel. We travel a lot, we go to a lot of live shows. I go to a lot of conventions and stuff like that. Booking hotels can be nerve-wracking. Like, I'm one of those people that, when I'm looking, I'm so worried, like... maybe there's some place closer, maybe there's a better price on some other site, or maybe the site I'm booking through is, I don't know, I can't trust it.

But not Room Key. No misleading information, and no tricks hiding in the fine print. Room Key has tools that make hotel search easy and gimmick free. And when you're ready to book, Room Key takes you to to hotel's website to book direct, which is the best way to secure your room rate and loyalty points without worry of lost reservations.

Hotel search without gimmicks, hotel booking without the runaround. That's how Room Key makes travel work for you. So, head to RoomKey.com/Shmanners today to book your next trip. That's RoomKey.com/Shmanners.

Teresa: Shmanners is also sponsored in part this week by ModCloth. At ModCloth, there's no such thing as an ordinary outfit. Crafted by a team of in-house designers, their signature styles include hand drawn prints, standout silhouettes, and an inclusive size range. Um, I stalk ModCloth often.

Travis: Yes.

Teresa: I am partial to the '50s section, the retro, vintagey...

Travis: It's very cute.

Teresa: Thank you. But, they do have this new '70s inspired kind of work wear, right?

Travis: Ooh!

Teresa: Very chic. Um, so, if you are into that, you can check that out there. And it's a great work look. I don't go anywhere for work.

Travis: [laughs] We work here in our home.

Teresa: [laughs] But it looks very stylish.

Travis: Now, don't get us wrong- we do wear tuxedos and evening dresses to work here in our home.

Teresa: [laughs] So, I, myself, I have a whole wish list full of hearts. 'Cause when you look on it, and you like it, and you make an account, you can heart it, and it will just stay in kind of your wish list, and you can watch it to see if it goes on sale. Oh man. It's a great site with great clothes.

Um, so, what you can do...

Travis: Uh-huh?

Teresa: Is, you can hurry, because this offer is only valid for a limited time. You can get 15% off of a purchase of \$100 or more, including sale items.

Travis: Whoa!

Teresa: That's a biggie. Go to ModCloth.com and enter 'Shmanners' at check out. Like I said, an extra 15% off all sale items. 15% off, including sale items.

Travis: Yes. 15% off a purchase of \$100 or more, including sale items. ModCloth.com...

Teresa: Through the end of August!

Travis: Oh, you better hurry!

Teresa: Better hurry. ModCloth.com. Code 'Shmanners.'

Moujan: Hello! I'm Moujan Zolfaghari, and I play a bunch of characters on Mission to Zyxx, an improvised science-fiction podcast on Maximum Fun. And this is our incredible sound designer, Shane.

Shane: Hello!

Moujan: Now, Shane makes it possible for me to play a thousand billion characters in our galaxy. Such as the Bargarean Jade, ship of the stars!

Enforcer Droid: And the Enforcer Droid. Prepare to eat pancakes!

Wink: And Wink! Let's get dusted up, baby!

Turk: And Emissary Turk Mannaket. Hey, I just got another amp.

Horrible Wife: And the horrible wife! Ahhh!

Moujan: Oh, also, there are five other cast members, and we'll give them just all a second to say hi.

Speaker 1: Uh, hey.

Speaker 2: Hello.

Speaker 3: Hey.

Moujan: Yeah, that's enough. Okay, so the season finale of Mission to Zyxx is coming out next week, so it's the perfect time to dive in and catch up with our intrepid crew as they explore the Zyxx quadrant. So give us a listen. Mission to Zyxx on Maximum Fun.

Speaker 1: You wept as we crafted the tragic tale of Jar-Jar, a Star Wars story.

Matt: He forgives Darth Vader. Meesa still love you, Annie! Boom!

Speaker 1: You gasped out loud at the shocking twists of Faceoff 2: Faces Wild.

Matt: He takes his kid's face.

Will: What? [laughs]

Speaker 1: Now, we're writing an entire screenplay week by week on Story Break, season two! Heaven Heist!

Freddie: Hey folks. Freddie Wong here with some exciting news about Story Break, the writer's room podcast where three Hollywood professionals have one hour to spin cinematic gold. We're shaking up our format by turning Heaven Heist, one of our favorite ideas we've ever come up with on the show, into a full screenplay.

Matt: Heaven Heist is an action comedy about a crew of misfit gangsters robbing the celestial bank of heaven. Think of Coco meets Point Break.

Freddie: Join us as we write this crazy movie, scene by scene, and get an inside look at the screenwriting process on our podcast, Story Break, every Thursday on MaximumFun.org.

Travis: Alright, we got some questions here. This is from... I'm gonna say Rojay. I don't know if that's correct, but that's what I'm gonna say. "Is it

okay to not tip a DoorDash delivery person if the tip is built into the purchase?" Now, here's the thing...

Teresa: I don't think the tip is built into the purchase.

Travis: It's not.

Teresa: I mean, you can select it and keep that as like your...

Travis: I am not an expert on this, but you should do some independent research. There is a lot to find out about, uh, how your app delivery drivers are tipped, and whether it's better to tip through the app or tip in cash, or whatever you want to do. I highly recommend you doing some online research about that.

Here's what I will say in a very general answer, right? Uh, sometimes, the charges added to stuff, whether it's through an app, or through ordering through a restaurant, can be misleading. 'Cause they could be labeled as like, 'delivery charge,' or 'service fee,' right? And it's really easy to think of something like that like a tip. But, normally, only a small percentage, or at least, not the whole thing, is going to the actual delivery driver.

Teresa: Right.

Travis: A lot of that is going to the restaurant. So, uh, if—when in doubt, tip more if you can. And also, I believe, in general, across the board, tipping in cash is better. And here's why. Even if you can tip over card... man, when I was a poor college student, delivering food through a fast sandwich delivery service, there were days when I started my shift, like, hoping I got tipped in cash so I could put gas into my car while I was driving.

Teresa: Right.

Travis: Worried about running out of gas while I was delivering sandwiches. 'Cause if you get it through credit card, you don't get your money 'til the end of the shift.

Teresa: We've got a very interesting half sheet of paper shoved into one of our deliveries recently, talking about these intricacies of the delivery.

Travis: Yes. That's why it's worth doing the research, right? 'Cause I don't know how it applies to all of them, and I don't want to get embroiled in it,

but it is definitely something you should look up, as far as how to best tip your app delivery drivers.

Teresa: Which is something that we hadn't thought of. So that little half sheet really told us a lot about what we should look into. So please do. Whatever app you use the most, do some research and find out where those fees go.

Travis: This is from Moth. "What's the dress code for answering the door? To what extent should I prepare myself?"

Teresa: You should be covered.

Travis: Yes.

Teresa: I think that if you're wearing a fuzzy bathrobe, as long as it's closed, that's fine.

Travis: Yeah. That's the thing is like, this was always the weirdest thing for me when I was a delivery driver. When people would seem surprised I was there?

Teresa: [laughs]

Travis: And I would always think, like... you called me.

Teresa: Oh, how did you get into my room?

Travis: Yeah, like, you told me to come here. Like, I would knock, and like, I'd see this like... "Yeah?" And I'm like, "I'm delivering your food?" And they're like, "Oh!" And I'm like... yeah. So I would say just be ready. And like, in general, like...I don't know. It's always one of those things where people will always try to quote unquote "make me feel comfortable," when what I wanted was for the interaction to be done as quickly as possible.

Teresa: Yeah. Fast as possible.

Travis: Yes.

Teresa: You got other works to do.

Travis: Right. Right. Uh, this is from Luna. "How do you politely call the restaurant back to let them know that something was forgotten in your order?"

Teresa: Again, this is something where, if you're ordering directly through the restaurant, it is important that you call them back. They may be able to offer you future discounts...

Travis: Or a refund over the phone.

Teresa: Or a refund over the phone, or something like that. I mean, I'm sure that the restaurant would rather have repeat business from you than have no repeat business. [laughs]

Travis: Well, and like I said, y'know, like I said earlier, rarely is it the delivery driver who's—so, oftentimes, right? Three different people are involved in this process. Especially if you like, call to place the order. One person is taking the order over the phone, they're giving that order to someone who is then making the food, who is then giving that to the delivery driver. And in that process, that's a lot of chances for something to get missed.

Teresa: Exactly.

Travis: And so, like, it happens a lot. Um, and—

Teresa: And again, if you're ordering through an app instead of directly through the restaurant, there really isn't much recourse.

Travis: Except for having refunds.

Teresa: Having refunds. Um, when this has happened, when they've forgotten things in our orders, we often get, y'know, they'll say, "Okay, we can refund you the cost of that, because it didn't arrive."

Travis: You didn't get it.

Teresa: But it's not... it isn't something where they can contact the restaurant to make the order right. If that's what you need, I suggest that you just place a second order.

Travis: I would also say, um, if it's something really noticeable when the delivery driver hands it to you, it's probably worth saying to the driver, like, "There was supposed to be three pizzas, and there's only two."

Teresa: Yes.

Travis: Right? Like, that is... especially, I've never had an issue with apps, or even calling a restaurant. But that's not universal, so like, that saves you from like, calling some place and them like, giving you a hard time, 'cause how do you know? How do they know that you're telling the truth or whatever? And you can say like, "I'm standing right here with the delivery driver, and there's only two pizzas." Right?

Teresa: Right.

Travis: Um, so this question is from Jeeves. "Is it bad Shmanners—"

Teresa: Oh, we got asked by Jeeves!

Travis: We did! "Is it bad Shmanners to order food at what you know to be a peak time, i.e. a Friday or Saturday evening or something, or if you are willing to wait extra time and tip accordingly? Is that acceptable?"

Teresa: Absolutely.

Travis: Yes.

Teresa: It's a peak time because people eat dinner at the same time. [laughs] Most of the time.

Travis: Yes. And that's the thing, is like, if you are paying extra, and like, y'know, you're tipping extra, and you're getting... like, this is—we got a question from Lev, "What is the acceptable tip increase to ordering during inclement weather?" Right? If I'm ordering for a big group, is—sorry, this is different.

Teresa: Oh, yeah. But it's the same thing.

Travis: Right.

Teresa: You are ordering food at a time where lots of people are ordering food, because it's time to eat food. So as long—

Travis: Right. Or you're ordering food, and it's raining, and you don't want to go out, right? But you recognize that it's like, more difficult for them to get there.

Teresa: Right. So as long as you are patient about it, y'know, you know that a lot of people want dinner around 6:30, so if you have to wait, then you have to wait, because you didn't get your order in soon enough. Y'know, that's the thing. Just be cool.

Travis: And tip better, and be patient, I think is a good way to go. And as far as what amount, um... [sighs]

Teresa: So, Emily Post Institute suggests 15 to 20% in the same way that, in the US, we normally tip that for food service. Um, however, like I said earlier, according to how much it is, if it's a lot more, then that—I mean, you're not expected to give a larger tip for a larger order, up to a point, right?

Travis: Yeah.

Teresa: And the same thing with like, a five dollar order, and you got tipped the one dollar, and you're like, "Meh..." So it's again, it's about that kind of like, convenience fee we talked about earlier.

Travis: I think what we're talking about is like a floor and a ceiling, right? I think when you're tipping a delivery driver, you have a much higher floor. Now I'm talking in fantasy football terms. But, you have a much higher floor, right? Like, I think five dollar... y'know, depending on what you're ordering and how far the place is, all of those things, right? But I feel like five dollars is a good amount to tip somebody who drove your food to you, right?

But I also don't think tipping more than like, 40 bucks. Y'know? I don't know, to a point, if they're having to carry a bunch of stuff, and it's—

Teresa: How much do you think the McAllister's tipped for the—

Travis: Not enough! I can tell you!

Teresa: What, the eight pizzas that were delivered to them?

Travis: Not enough. It's a whole thing in the movie. The delivery driver is very upset, 'cause he stands there... anyways.

Teresa: Oh, 'cause they say keep the change, right? No, that's later.

Travis: No, that's—okay, not important.

Teresa: Okay, anyway.

Travis: We have one more question here from Megan. "How restrained do my dogs need to be when the delivery person arrives?"

Teresa: Um, I think that they need to be not bolting out the door. Um, if they're noisy... dogs are noisy. They bark when people come to the door. Um, but as long as they're not charging the delivery driver when you open the door, I think that that's fine.

Travis: I think, especially in this day and age where so many delivery apps have like, trackers and stuff on them... or even if just the delivery, like, restaurant gives you an estimate of time, I think the best course of action is always to meet the person, like, on your porch, or y'know, outside the door, right?

Teresa: Sure. In a perfect world, yes.

Travis: Because I will say, as a delivery driver, if someone invited me into their home, I was instantly uncomfortable, and in some cases, intimidated, and in some cases, scared. And I'm like a 200 pound, fairly sturdy person, right? And there are much smaller people than me who are delivery drivers, right?

So the idea of like, inviting someone into your home I think is already pretty intimidating. And then if you have dogs jumping all over them, and especially, you don't know what people's thing is. There are lots of people who are scared of dogs and don't like dogs. So I think meeting the person outside is always the best way to go.

Teresa: Um, so, when I order delivery and you are not home, I often have both the dogs and Bebe to hang out with, so I can't hang out on the porch. But what I do is, when I hear the doorbell, or I look on my app and know that they will be here imminently, I put the dogs in your office.

Travis: Yeah.

Teresa: And when they ring the doorbell or knock on the door, then there's no problem. They knock on the door, I take the food, they didn't even have to come inside. But because of the way that, y'know, I prepare beforehand, it's all gravy.

Travis: Alright, folks, that's gonna do it for us.

Teresa: Don't order gravy. It congeals.

Travis: Don't order gravy. That... well... okay, that's gonna do it for us, folks. Thank you so much to joining us. Go to McElroy.family, check out all the other McElroy shows. Go to MaximumFun.org and check out all the other amazing shows there.

You can go to McElroy Merch to check out all the incredible McElroy related merchandise. Also at McElroy.family/tours, or you can just click on 'Tours' at McElroy.family, you can see where all of our upcoming live shows are going to be. Uh, and if you go to TravisMcElroy.com, I'm going to post my GenCon schedule as soon as I have it – or, my DragonCon. Oh, we're so tired. It's 9:30 here, folks. Can you believe it?

Teresa: Oh man. [laughs]

Travis: Um, I'm gonna post my DragonCon schedule as soon as I get it. Uh, let's see, Teresa, what am I forgetting?

Teresa: Well, we always thank Brent "Brental Floss" Black for our theme music, which is available as a ringtone where those are found. Thank you to Keely Weiss... yes. Sorry. [laughs]

Travis: Listen. It's been a long day, folks.

Teresa: Been a long day. Uh, for our Twitter thumbnail art. Thank you to Bruja Betty Pinup Photography for our cover letter... uh, cover picture of our fan run Facebook group.

Travis: We are falling asleep here.

Teresa: Shmammers Fanners. Join that group if you want to give and get excellent advice from other fans. I don't think I mentioned to tweet at us?

Especially when we call out for questions for episodes, you can tweet at us @ShmannersCast. Also, submit those topic suggestions! We're always looking for them.

Travis: Just like Marietta did with food delivery! Thank you, Marietta, again!

Teresa: That's right. And that is ShmannersCast@gmail.com. Also, special thank you to our research assistant, Alex! I would be lost without her. She organizes my thoughts so well. Thank you so much, Alex.

Travis: And that's gonna do it for us. Join us again next week.

Teresa: No RSVP required.

Travis: You've been listening to Shmanners...

Teresa: Manners, Shmanners. Get it?

[theme music plays]

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