

《蓬勃发展的食品外卖行业背后，埋藏多少艰辛和泪水》

导读:大家天天吃外卖，却不知道那些风里来雨里去的送餐员过的有多苦！



Around 150 million Chinese have experienced ordering food on a delivery service app, however, they might not know about the lives of the men who deliver the meal to their homes. In this story, we take a peek at the daily life of a deliveryman, which is about competition, honor and earning a livelihood.

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Zhou Wu (not his real name) rolls up his sleeve to reveal a scar on his right arm, a reminder of an accident in which he hit the curb and was thrown off his scooter to avoid an electric tricycle coming right at him.

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After the accident happened, the first thing that occurred to him wasn't if he was injured, but "whether or not the food in the box spilled out."

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Zhou Wu has had three road accidents since 2015 when he became a food deliveryman in Beijing. He "dared not tell the company because they would not pay for the medical bill, but might even fine you."

?2015??

The 22-year-old from Hebei province tried different blue-collar jobs before he became a deliveryman, which is the job he's done the longest and "is most profitable".

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Zhou is one in the expanding force of deliverymen as the online food delivery service becomes increasingly popular in China's cities.

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According to a recent report, around 150 million Chinese used online catering services as of June 2016. The number rose by 32 percent in six months and keeps growing.

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"In the peak hour, the orders keep coming to you and you cannot refuse to deliver," said Zhou, who once delivered food to eight different places in one single hour.

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Zhou is a relative newcomer to the trade. He is called a "golden deliveryman".

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In his company, deliverymen are graded based on the number of positive comments they receive from customers and they fall into seven tiers accordingly. Those at the top tier, who are called "divine deliverymen", have to receive 3,000 positive comments before obtaining that status.

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Couriers' income is related with the number of orders they finish. For each order, a courier receives a fixed payment of one yuan (14 cents) and a bonus based on his tier.

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Zhou associated the rating system with an online game he used to play.

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"In the game, I gain experiences and go to a higher level by slaying the monster. As a deliveryman, I gain experiences by going around and sending food," Zhou said.

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But the reality is always crueler than the game.

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Food with soup is the last thing a courier likes to deliver. There is a saying in the trade: "If you have not sent a bowl of soup noodles to a place three kilometers away, you are not a real deliveryman."

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With the growing number of orders, regulations have become tougher for deliverymen. In Zhou Wu's company, there are more than 40 possible violations with fines ranging from 50 yuan to 2,000 yuan.

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If a deliveryman fails to bring the meal on time and receives a complaint, he faces a potential penalty of 2,000 yuan.

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Zhou said one of his fellow couriers once clicked the "complete" key on the app on his mobile phone half a minute before delivering it to the customer. Later, the customer complained, which led to a 2,000 yuan penalty, almost half the courier's monthly income.

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Other violations include untidy dress and poor appearance of the motorcycle, while behavior such as chatting in a group and sitting on customer seats in a restaurant while waiting for an order are also prohibited.

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To keep an eye on couriers, the food delivery company hires quality controllers to take pictures of on-the-job courier misbehavior.

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This is a hard job; be prepared if you are determined to do it.

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