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Level 2 – 18th May 2023

Self-checkout machines asking customers to tip

FREE online quizzes, mp3 listening and more for this lesson here:

<https://breakingnewsenglish.com/2305/230518-self-checkout-machines-2.html>

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Please try Levels 0, 1 and 3. They are (a little) harder.

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THE READING

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-2.html>

Leaving a tip in a restaurant is a part of life in many countries. We tip a waiter or someone in a hotel. We might put a tip in a jar next to a cash register. There is now a new way to tip - self checkout machines. People are not happy about them. Some of these machines are asking for a 20 per cent tip. They are in airports, cafes, bookstores and clothes shops in the USA. There is no face-to-face contact between people. Many customers in stores say they are not happy about leaving a tip and giving extra money to a machine.

The Wall Street Journal said people in the USA are becoming tired of tipping the self-checkout machines. Many people are experiencing "tipping fatigue". Nearly 20 per cent of people are now leaving tips for things they never used to leave tips for, like bottles of water. A customer at an airport store said self-checkout machines asking for a tip was like "emotional blackmail". A digital payments company said the machines are increasing the number of tips. It said Americans are leaving 15 per cent more tips than before.

Sources: <https://www.usatoday.com/story/money/2023/05/15/service-charges-tips-fatigue/70220385007/>
<https://gizmodo.com/tipping-self-check-out-1850419084>
<https://www.businessinsider.com/customers-are-hesitant-to-tip-at-self-check-out-2023-5>

PHRASE MATCHING

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-2.html>

PARAGRAPH ONE:

- | | |
|------------------------------|-----------------------|
| 1. a part | a. they are not happy |
| 2. put a tip | b. way to tip |
| 3. There is now a new | c. to a machine |
| 4. machines are asking for a | d. in a jar |
| 5. face-to-face | e. a tip |
| 6. customers in stores say | f. 20 per cent tip |
| 7. leaving | g. contact |
| 8. giving extra money | h. of life |

PARAGRAPH TWO:

- | | |
|------------------------------------|------------------------|
| 1. becoming | a. of water |
| 2. people are experiencing tipping | b. of tips |
| 3. bottles | c. at an airport store |
| 4. A customer | d. tips than before |
| 5. a tip was like emotional | e. tired of tipping |
| 6. A digital payments | f. blackmail |
| 7. increasing the number | g. company |
| 8. leaving 15 per cent more | h. fatigue |

LISTEN AND FILL IN THE GAPS

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-2.html>

Leaving (1) _____ a restaurant is a part of life in many countries. We tip (2) _____ someone in a hotel. We might put a tip in a jar next to a cash register. There is now (3) _____ to tip - self checkout machines. People are not happy about them. Some of these machines are (4) _____ 20 per cent tip. They are in airports, cafes, bookstores and clothes shops in the USA. There is no (5) _____ contact between people. Many customers in stores say they are not happy about leaving a tip and giving (6) _____ a machine.

The Wall Street Journal said people in the USA are becoming (7) _____ the self-checkout machines. Many people are (8) _____. Nearly 20 per cent of people are now leaving tips for things they (9) _____ leave tips for, like bottles of water. A customer at an airport store said self-checkout machines (10) _____ tip was like "emotional blackmail". A digital payments company said the machines are increasing (11) _____ tips. It said Americans are leaving 15 per cent more (12) _____.

PUT A SLASH (/) WHERE THE SPACES ARE

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-2.html>

Leaving a tip in a restaurant is a part of life in many countries. We tip a waiter or someone in a hotel. We might put a tip in a jar next to a cash register. There is now a new way to tip - self-checkout machines. People are not happy about them. Some of these machines are asking for a 20 percent tip. They are in airports, cafes, bookstores and clothes shops in the USA. There is no face-to-face contact between people. Many customers in stores say they are not happy about leaving a tip and giving extra money to a machine. The Wall Street Journal said people in the USA are becoming tired of tipping at self-checkout machines. Many people are experiencing "tipping fatigue". Nearly 20 percent of people are now leaving tips for things they never used to leave tips for, like bottles of water. A customer at an airport store said self-checkout machines asking for a tip was like "emotional blackmail". A digital payments company said the machines are increasing the number of tips. It said Americans are leaving 15 percent more tip than before.

TIPPING SURVEY

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-2.html>

Write five GOOD questions about tipping in the table. Do this in pairs. Each student must write the questions on his / her own paper.

When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student A: Do not show these to your speaking partner(s).

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

