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Level 3 – 18th May 2023

Self-checkout machines asking customers to tip

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

Contents

The Article	2	Discussion (Student-Created Qs)	15
Warm-Ups	3	Language Work (Cloze)	16
Vocabulary	4	Spelling	17
Before Reading / Listening	5	Put The Text Back Together	18
Gap Fill	6	Put The Words In The Right Order	19
Match The Sentences And Listen	7	Circle The Correct Word	20
Listening Gap Fill	8	Insert The Vowels (a, e, i, o, u)	21
Comprehension Questions	9	Punctuate The Text And Add Capitals	22
Multiple Choice - Quiz	10	Put A Slash (/) Where The Spaces Are	23
Role Play	11	Free Writing	24
After Reading / Listening	12	Academic Writing	25
Student Survey	13	Homework	26
Discussion (20 Questions)	14	Answers	27

Please try Levels 0, 1 and 2 (they are easier).

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THE ARTICLE

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

Leaving a tip in a restaurant or taxi is a part of life in many countries. Usually, we give a tip to a waiter or to a member of staff in a hotel. At other times, we put the tip in a jar next to the cash register. With modern technology, there is a new way to tip - self checkout machines. People are not so happy about them. The machines are asking for tips. They are in airports, stadiums, cookie shops, and cafes in the USA. Self-checkout machines mean there is no face-to-face contact between people. However, many of these machines are asking customers to leave a 20 per cent tip. Customers say they are not so happy about leaving a tip and giving extra money to a machine.

The Wall Street Journal reported that many people in the USA are becoming tired of tipping because of the self-checkout machines. Reporters wrote that many people are experiencing "tipping fatigue". Nearly 20 per cent of Americans are now leaving tips for things they never used to leave tips for. They are even tipping when buying a bottle of water. This was because there are more digital payment machines. A customer at an airport store said a prompt on a self-checkout machine was like "emotional blackmail". The payments company Square reported that 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>

WARM-UPS

1. TIPPING: Students walk around the class and talk to other students about tipping. Change partners often and share your findings.

2. CHAT: In pairs / groups, talk about these topics or words from the article. What will the article say about them? What can you say about these words and your life?

tipping / restaurants / taxis / waiters / hotels / self-checkout machines / customers / tired / fatigue / bottle of water / digital payments / airports / blackmail / machines

Have a chat about the topics you liked. Change topics and partners frequently.

3. GOOD JOB: Students A **strongly** believe we should tip everyone who does a good job; Students B **strongly** believe that isn't necessary. Change partners again and talk about your conversations.

4. WHO TO TIP: Should we tip these people? Complete this table with your partner(s). Change partners often and share what you wrote.

	Should We Tip?	Why (Not)?
English teachers		
Taxi drivers		
Supermarket cashiers		
Cleaners		
Police officers		
Nurses		

5. WAITER: Spend one minute writing down all of the different words you associate with the word "waiter". Share your words with your partner(s) and talk about them. Together, put the words into different categories.

6. MOST DESERVING: Rank these with your partner. Put the jobs most deserving of a tip at the top. Change partners often and share your rankings.

- Waiter
- Hotel staff
- English teacher
- Street cleaner
- Doctor
- Bar staff
- Firefighter
- Lawyer

VOCABULARY MATCHING

Paragraph 1

- | | |
|-------------|--|
| 1. waiter | a. The action of communicating or meeting with people. |
| 2. staff | b. Something that uses mechanical power and has different parts, each with a function or task. |
| 3. jar | c. A person whose job is to give people food at their tables in a restaurant. |
| 4. cash | d. All the people who work in a company or organization. |
| 5. contact | e. Money in coins or notes, not credit card or digital. |
| 6. customer | f. A person who buys goods or services from a shop or business. |
| 7. machine | g. A wide-mouthed glass container used for storing food (like jam or honey). |

Paragraph 2

- | | |
|----------------|---|
| 8. journal | h. The action of asking someone for money to keep information about them a secret. |
| 9. fatigue | i. About a person's feelings. |
| 10. payment | j. A word or symbol on a computer or smartphone screen to show that the system is waiting for you to click or type something. |
| 11. prompt | k. A newspaper or magazine that deals with a particular subject. |
| 12. emotional | l. Becoming or making bigger or larger. |
| 13. blackmail | m. Being tired of something because it's always on the news or in our life. |
| 14. increasing | n. The action or process of giving money for something. |

BEFORE READING / LISTENING

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

1. TRUE / FALSE: Read the headline. Guess if a-h below are true (T) or false (F).

1. The article says people in all countries leave tips. **T / F**
2. Some people leave a tip in a tip jar next to a cash register. **T / F**
3. People in the USA like self-checkout machines asking for tips. **T / F**
4. Some machines are asking customers for a 20% tip. **T / F**
5. People are experiencing tipping fatigue because of the machines. **T / F**
6. Some people are leaving tips when they buy bottles of water. **T / F**
7. A customer said the machines were using "emotional blackmail". **T / F**
8. The machines are decreasing the number of tips people leave in the US. **T / F**

2. SYNONYM MATCH: (The words in **bold** are from the news article.)

- | | |
|------------------------|------------------|
| 1. countries | a. adding to |
| 2. asking for | b. feeling |
| 3. contact | c. additional |
| 4. customers | d. fatigued |
| 5. extra | e. communication |
| 6. tired | f. amount |
| 7. experiencing | g. nations |
| 8. increasing | h. previously |
| 9. number | i. requesting |
| 10. before | j. shoppers |

3. PHRASE MATCH: (Sometimes more than one choice is possible.)

- | | |
|-------------------------------|------------------------------|
| 1. a part of life | a. becoming tired of tipping |
| 2. we put the tip in a jar | b. contact |
| 3. modern | c. blackmail |
| 4. there is no face-to-face | d. next to the cash register |
| 5. Customers say they are | e. to leave tips for |
| 6. many people in the USA are | f. in many countries |
| 7. people are experiencing | g. machines |
| 8. things they never used | h. not so happy |
| 9. digital payment | i. technology |
| 10. emotional | j. "tipping fatigue" |

GAP FILL

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

Leaving a (1) _____ in a restaurant or taxi is a part of life in many countries. Usually, we give a tip to a waiter or to a (2) _____ of staff in a hotel. At other times, we put the tip in a jar next to the cash (3) _____. With modern technology, there is a new way to tip, and people are not so (4) _____ about it. The Wall Street Journal wrote that self-checkout machines are now in airports, (5) _____, cookie shops, and cafes in the USA. Self-checkout machines mean there is no face-to-face (6) _____ between people. However, many of these machines are asking customers to (7) _____ a 20 per cent tip. Customers say they are not so happy about leaving a tip and giving (8) _____ money to a machine.

member
extra
happy
contact
leave
register
tip
stadiums

The Wall Street Journal reported that many people in the USA are becoming (9) _____ of tipping because of the self-checkout machines. Reporters wrote that many people are experiencing "tipping (10) _____". Nearly 20 per cent of Americans are now leaving tips for things they never used to (11) _____. They are even tipping when (12) _____ a bottle of water. This was because there are more digital (13) _____ machines. A customer at an airport store said a (14) _____ on a self-checkout machine was like "emotional (15) _____". The payments company Square reported that the machines are increasing the (16) _____ of tips. It said Americans are leaving 15 per cent more tips than before.

prompt
fatigue
buying
number
tired
blackmail
payment
previously

LISTENING – Guess the answers. Listen to check.

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

- 1) Leaving a tip in a restaurant or taxi is a part of life _____
 - a. in any countries
 - b. in many countries
 - c. in much countries
 - d. in manly countries
- 2) Usually, we give a tip to a waiter or to a _____
 - a. member of stiff
 - b. member of staff
 - c. member of stuff
 - d. member of starve
- 3) At other times, we put the tip in a jar next to _____
 - a. the cash registry
 - b. the cash regicide
 - c. the cash legislate
 - d. the cash register
- 4) Self-checkout machines mean there is no face-_____
 - a. to-head contact
 - b. to-skull contact
 - c. to-face contact
 - d. to-brain contact
- 5) They are not so happy about leaving a tip and giving extra money _____
 - a. tomb machine
 - b. tower machine
 - c. tour machine
 - d. to a machine
- 6) The Wall Street Journal reported that many people in the USA are becoming _____
 - a. tried of tipping
 - b. tirade of tipping
 - c. tide of tipping
 - d. tired of tipping
- 7) Reporters wrote that many people are _____
 - a. experiencing tipping fatigues
 - b. experiencing tipping fat treat
 - c. experiencing tipping for twig
 - d. experiencing tipping fatigue
- 8) This was because there are more _____
 - a. digital payout machines
 - b. digital paying machines
 - c. digital payment machines
 - d. digital pay mint machines
- 9) a prompt on a self-checkout machine was _____
 - a. like emotional Hotmail
 - b. like emotional blackmail
 - c. like emotional chainmail
 - d. like emotional black male
- 10) It said Americans are leaving 15 per cent more _____
 - a. tips than before
 - b. trips than before
 - c. taps than before
 - d. tops than before

LISTENING – Listen and fill in the gaps

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

Leaving a (1) _____ restaurant or taxi is a part of life in many countries. Usually, we give a tip to a waiter (2) _____ member of staff in a hotel. At other times, we put the tip in a jar next to (3) _____. With modern technology, there is a new way to tip, and people are not so happy about it. The Wall Street Journal wrote that self-checkout machines are (4) _____, stadiums, cookie shops, and cafes in the USA. Self-checkout machines mean there is no face-to-face contact between people. However, many of these machines (5) _____ to leave a 20 per cent tip. Customers say they are not so happy about leaving a tip and giving (6) _____ a machine.

The Wall Street Journal reported that many people in the USA are becoming (7) _____ because of the self-checkout machines. Reporters wrote that many people are experiencing "tipping fatigue". Nearly 20 per cent of Americans (8) _____ tips for things they never used to leave tips for. They are even tipping (9) _____ bottle of water. This was because there are more digital payment machines. A customer at an airport store said (10) _____ a self-checkout machine was (11) _____. The payments company Square reported that the machines are increasing the (12) _____. It said Americans are leaving 15 per cent more tips than before.

COMPREHENSION QUESTIONS

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

1. Where does the article say people leave tips in restaurants and taxis?
2. Where is there a jar in which people put tips?
3. What do people think about self checkout machines asking for tips?
4. What kind of contact does not happen with self checkout machines?
5. How much of a tip are self checkout machines asking for?
6. What are people experiencing because of the self checkout machines?
7. What new things are people now leaving tips for?
8. What did a customer say prompts on self checkout machines were like?
9. What kind of company is Square?
10. How much more are Americans tipping because of the machines?

MULTIPLE CHOICE - QUIZ

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

- 1) Where does the article say people leave tips in restaurants and taxis?
 - a) in big cities
 - b) in many countries
 - c) in rich countries
 - d) everywhere
- 2) Where is there a jar in which people put tips?
 - a) in restaurants
 - b) at the door of stores
 - c) next to the cash register
 - d) in taxis
- 3) What do people think about self checkout machines asking for tips?
 - a) They think it's good.
 - b) They're OK with it.
 - c) They don't care.
 - d) They're not happy.
- 4) What kind of contact does not happen with self checkout machines?
 - a) close contact
 - b) face-to-face contact
 - c) little contact
 - d) regular contact
- 5) How much of a tip are self checkout machines asking for?
 - a) a 20% tip
 - b) a 15% tip
 - c) a 10% tip
 - d) a 30% tip
- 6) What are people experiencing because of the self checkout machines?
 - a) tipping fatigue
 - b) poverty
 - c) happiness
 - d) angry feelings
- 7) What new things are people now leaving tips for?
 - a) airplane tickets
 - b) cakes
 - c) concert tickets
 - d) bottles of water
- 8) What did a customer say prompts on self checkout machines were like?
 - a) using credit cards
 - b) the future
 - c) emotional blackmail
 - d) saying thank you
- 9) What kind of company is Square?
 - a) a tipping company
 - b) a credit card company
 - c) a cash register maker
 - d) a digital payments company
- 10) How much more are Americans tipping because of the machines?
 - a) 10% more
 - b) 15% more
 - c) 5% more
 - d) 20% more

ROLE PLAY

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

Role A – Waiters

You think waiters are most deserving of a tip. Tell the others three reasons why. Tell them why their jobs aren't as deserving. Also, tell the others which is the least deserving of these (and why): English teachers, firefighters or lawyers.

Role B – English Teachers

You think English teachers are most deserving of a tip. Tell the others three reasons why. Tell them why their jobs aren't as deserving. Also, tell the others which is the least deserving of these (and why): waiters, firefighters or lawyers.

Role C – Firefighters

You think firefighters are most deserving of a tip. Tell the others three reasons why. Tell them why their jobs aren't as deserving. Also, tell the others which is the least deserving of these (and why): English teachers, waiters or lawyers.

Role D – Lawyers

You think lawyers are most deserving of a tip. Tell the others three reasons why. Tell them why their jobs aren't as deserving. Also, tell the others which is the least deserving of these (and why): English teachers, firefighters or waiters.

AFTER READING / LISTENING

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

1. WORD SEARCH: Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'checkout' and 'tip'.

checkout	tip
-----------------	------------

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

2. ARTICLE QUESTIONS: Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

3. GAP FILL: In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning...?

4. VOCABULARY: Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

5. TEST EACH OTHER: Look at the words below. With your partner, try to recall how they were used in the text:

<ul style="list-style-type: none">• part• member• way• cookie• face• extra	<ul style="list-style-type: none">• tired• fatigue• things• bottle• prompt• 15
---	---

TIPPING SURVEY

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

TIPPING DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

1. What did you think when you read the headline?
2. What images are in your mind when you hear the word 'checkout'?
3. What do you think of tipping?
4. Do you like the idea of self-checkout machines?
5. Who should we give a tip to?
6. How much of a tip should we give?
7. Would you prefer a human or a machine when paying for things?
8. How important is face-to-face contact in life?
9. Should tipping only be for restaurants, taxis and hotels?
10. Is there a custom of tipping in your country?

Self-checkout machines asking customers to tip – 18th May 2023
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TIPPING DISCUSSION

STUDENT B's QUESTIONS (Do not show these to student A)

11. Did you like reading this article? Why/not?
12. What do you think of when you hear the word 'tip'?
13. What do you think about what you read?
14. What do you think of checkout counters?
15. Is it OK for self-checkout machines to take away people's jobs?
16. Do you deserve a tip in your job?
17. Should we tip when buying a bottle of water?
18. Is a prompt for a tip on a machine like blackmail?
19. How do you feel when you tip someone?
20. What questions would you like to ask a waiter?

DISCUSSION (Write your own questions)

STUDENT A's QUESTIONS (Do not show these to student B)

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

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DISCUSSION (Write your own questions)

STUDENT B's QUESTIONS (Do not show these to student A)

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

LANGUAGE - CLOZE

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

Leaving a tip in a restaurant or taxi is a (1) _____ of life in many countries. Usually, we give a tip to a waiter or to a member (2) _____ staff in a hotel. At other times, we put the tip in a jar next to the cash register. With modern technology, there is a new (3) _____ to tip, and people are not so happy about it. The Wall Street Journal wrote that self-checkout machines are now in airports, stadiums, cookie shops, and cafes in the USA. Self-checkout machines (4) _____ there is no face-to-face contact between people. However, many of (5) _____ machines are asking customers to leave a 20 per cent tip. Customers say they are not so happy about leaving a tip and (6) _____ extra money to a machine.

The Wall Street Journal reported that many people in the USA are becoming tired (7) _____ tipping because of the self-checkout machines. Reporters wrote that many people are experiencing "tipping (8) _____". Nearly 20 per cent of Americans are now leaving tips for things they never used to leave tips for. They are (9) _____ tipping when buying a bottle of water. This was because there are more digital payment machines. A customer at an airport store said a (10) _____ on a self-checkout machine was like "emotional (11) _____". The payments company Square reported that the machines are increasing the number of tips. It said Americans are leaving 15 per cent more tips than (12) _____.

Put the correct words from the table below in the above article.

- | | | | | |
|-----|---------------|---------------|---------------|--------------|
| 1. | (a) party | (b) partner | (c) part | (d) parts |
| 2. | (a) of | (b) in | (c) at | (d) by |
| 3. | (a) way | (b) weight | (c) weigh | (d) whey |
| 4. | (a) mean | (b) meaning | (c) means | (d) meanie |
| 5. | (a) them | (b) these | (c) that | (d) their |
| 6. | (a) gives | (b) given | (c) gave | (d) giving |
| 7. | (a) by | (b) as | (c) of | (d) on |
| 8. | (a) fating | (b) fatigues | (c) fatigued | (d) fatigue |
| 9. | (a) even | (b) every | (c) event | (d) ever |
| 10. | (a) prompt | (b) hint | (c) suggest | (d) cause |
| 11. | (a) blacklist | (b) blackmail | (c) blackball | (d) blackout |
| 12. | (a) past | (b) early | (c) before | (d) after |

SPELLING

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

Paragraph 1

1. Leaving a tip in a attreunsr
2. a member of ftfsa in a hotel
3. next to the cash stergrie
4. They are in airports, uasdismt...
5. no face-to-face cntacot
6. machines are asking crseosutm

Paragraph 2

7. The Wall Street raJuonl
8. people are experiencing tipping uifetga
9. aitdlig payment machines
10. a tmoprp on a self-checkout machine
11. molatiengo blackmail
12. esrinanigc the number of tips

PUT THE TEXT BACK TOGETHER

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

Number these lines in the correct order.

- () happy about them. The machines are asking for tips. They are in airports, stadiums, cookie
- () fatigue". Nearly 20 per cent of Americans are now leaving tips for things they never used
- () The Wall Street Journal reported that many people in the USA are becoming tired of tipping because
- () register. With modern technology, there is a new way to tip - self checkout machines. People are not so
- () shops, and cafes in the USA. Self-checkout machines mean there is no face-to-face contact between
- () people. However, many of these machines are asking customers to leave
- () increasing the number of tips. It said Americans are leaving 15 per cent more tips than before.
- (**1**) Leaving a tip in a restaurant or taxi is a part of life in many countries. Usually, we give a tip to a
- () of the self-checkout machines. Reporters wrote that many people are experiencing "tipping
- () payment machines. A customer at an airport store said a prompt on a self-checkout machine was
- () to leave tips for. They are even tipping when buying a bottle of water. This was because there are more digital
- () waiter or to a member of staff in a hotel. At other times, we put the tip in a jar next to the cash
- () a 20 per cent tip. Customers say they are not so happy about leaving a tip and giving extra money to a machine.
- () like "emotional blackmail". The payments company Square reported that the machines are

PUT THE WORDS IN THE RIGHT ORDER

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

1. we tip Usually, a a waiter. give to
2. about them. happy are not People so
3. no Machines there contact. mean face-to-face is
4. leave asking customers are Machines to tip. a
5. They tip. a about happy so aren't leaving
6. tipping. tired Many becoming people of are
7. are said experiencing fatigue. tipping Reporters many people
8. They tipping even when water. are buying
9. are there Now, payment more machines. digital
10. machines increasing number the The of tips. are

CIRCLE THE CORRECT WORD (20 PAIRS)

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

Leaving a tip in a restaurant or taxi is a *partner* / *part* of life in many countries. Usually, we give a tip to a *waiter* / *waiting* or to a member of staff in a hotel. At *another* / *other* times, we put the tip in *ajar* / *a jar* next to the cash register. With modern technology, there is a new *weigh* / *way* to tip, and people are not so happy about it. The Wall Street Journal wrote that self-checkout machines are now *on* / *in* airports, stadiums, cookie shops, and cafes in the USA. Self-checkout machines mean there is *now* / *no* face-to-face contact between people. However, many of *these* / *them* machines are asking customers to leave a 20 per cent tip. Customers say they are not *so* / *such* happy about leaving a tip and giving extra money to *the* / *a* machine.

The Wall Street Journal reported *what* / *that* many people in the USA are becoming *tired* / *tried* of tipping because of the self-checkout machines. Reporters wrote that many people are *experienced* / *experiencing* "tipping fatigue". Nearly 20 per cent of Americans are now leaving tips for *thing* / *things* they never used to leave tips *in* / *for*. They are *every* / *even* tipping when buying a bottle of water. This was because there are *most* / *more* digital payment machines. A customer at an airport store said a *prom* / *prompt* on a self-checkout machine was like "emotional blackmail". The payments company Square reported that the machines are increasing the *number* / *numeral* of tips. It said Americans are leaving 15 per cent more tips than *before* / *after*.

Talk about the connection between each pair of words in italics, and why the correct word is correct. Look up the definition of new words.

INSERT THE VOWELS (a, e, i, o, u)

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

L__v__ng __ t_p __n __ r_st__r__nt __r t_x__ __s __ p_rt __f
l_f__ __n m_ny c__ntr__s. __s__lly, w__ g_v__ __ t_p t__ __
w__t_r __r t__ __ m_mb_r __f st_ff __n __ h_t_l. __t __th_r
t_m_s, w__ p_t th__ t_p __n __ j_r n_xt t__ th__ c_sh
r_g_st_r. W_th m_d_rn t_chn_l_gy, th_r__ __s __ n_w w_y
t__ t_p, __nd p__pl__ __r__ n_t s__ h_ppy __b__t __t. Th__
W_ll Str__t J__rn_l wr_t__ th_t s_lf-ch_ck__t m_ch_n_s
__r__ n_w __n __rp_rts, st_d__ms, c__k__ sh_ps, __nd
c_f_s __n th__ __S__. S_lf-ch_ck__t m_ch_n_s m__n th_r__
__s n__ f_c__t__f_c__ c_n_t_c_t b_tw__n p__pl__. H_w_v_r,
m_ny __f th_s__ m_ch_n_s __r__ __sk_ng c_st_m_rs t__
l__v__ __ 20 p_r c_n_t t_p. C_st_m_rs s_y th_y __r__ n_t
s__ h_ppy __b__t l__v__ng __ t_p __nd g_v__ng __xtr__ m_n_y
t__ __ m_ch_n__.

Th__ W_ll Str__t J__rn_l r_p_r_t_d th_t m_ny p__pl__ __n
th__ __S__ __r__ b_c_m_ng t_r_d __f t_pp_ng b_c__s__ __f
th__ s_lf-ch_ck__t m_ch_n_s. R_p_r_t_rs wr_t__ th_t m_ny
p__pl__ __r__ __xp_r__nc_ng "t_pp_ng f_t_g__". N__rly 20
p_r c_n_t __f __m_r_c_ns __r__ n_w l__v__ng t_ps f_r
th_ngs th_y n_v_r __s_d t__ l__v__ t_ps f_r. Th_y __r__
__v_n t_pp_ng wh_n b_y_ng __ b_ttl__ __f w_t_r. Th_s
w_s b_c__s__ th_r__ __r__ m_r__ d_g_t_l p_ym_nt
m_ch_n_s. __ c_st_m_r __t __n __rp_r_t st_r__ s__d __
pr_mpt __n __ s_lf-ch_ck__t m_ch_n__ w_s l_k__
"__m_t__n_l bl_ckm__l". Th__ p_ym_nts c_m_p_ny Sq__r__
r_p_r_t_d th_t th__ m_ch_n_s __r__ __ncr__s_ng th__ n_mb_r
__f t_ps. __t s__d __m_r_c_ns __r__ l__v__ng 15 p_r c_n_t
m_r__ t_ps th_n b_f_r__.

PUNCTUATE THE TEXT AND ADD CAPITALS

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

leaving a tip in a restaurant or taxi is a part of life in many countries usually we give a tip to a waiter or to a member of staff in a hotel at other times we put the tip in a jar next to the cash register with modern technology there is a new way to tip and people are not so happy about it the wall street journal wrote that selfcheckout machines are now in airports stadiums cookie shops and cafes in the usa selfcheckout machines mean there is no facetocontact between people however many of these machines are asking customers to leave a 20 per cent tip customers say they are not so happy about leaving a tip and giving extra money to a machine

the wall street journal reported that many people in the usa are becoming tired of tipping because of the selfcheckout machines reporters wrote that many people are experiencing tipping fatigue nearly 20 per cent of americans are now leaving tips for things they never used to leave tips for they are even tipping when buying a bottle of water this was because there are more digital payment machines a customer at an airport store said a prompt on a selfcheckout machine was like emotional blackmail the payments company square reported that the machines are increasing the number of tips it said americans are leaving 15 per cent more tips than before

PUT A SLASH (/) WHERE THE SPACES ARE

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

Leaving a tip in a restaurant or taxi is a part of life in many countries. Usually, we give a tip to a waiter or to a member of staff in a hotel. At other times, we put the tip in a jar next to the cash register. With modern technology, there is a new way to tip - self-checkout machines. People are not so happy about them. The machines are asking for tips. They are in airports, stadiums, kiosks, and cafes in the USA. Self-checkout machines mean there is no face-to-face contact between people. However, many of these machines are asking customers to leave a 20 percent tip. Customers say they are not so happy about leaving a tip and giving extra money to a machine. The Wall Street Journal reported that many people in the USA are becoming tired of tipping because of these self-checkout machines. Reporters wrote that many people are experiencing "tipping fatigue". Nearly 20 percent of Americans are now leaving tips for things they never used to leave tips for. They are even tipping when buying a bottle of water. This was because there are more digital payment machines. A customer at an airport store said a prompt on a self-checkout machine was like "emotional blackmail". The payments company Square reported that the machines are increasing the number of tips. It said Americans are leaving 15 percent more tip than before.

HOMEWORK

1. VOCABULARY EXTENSION: Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

2. INTERNET: Search the Internet and find out more about this news story. Share what you discover with your partner(s) in the next lesson.

3. DIGITAL PAYMENTS: Make a poster about digital payments. Show your work to your classmates in the next lesson. Did you all have similar things?

4. TIPPING: Write a magazine article about tipping. Include imaginary interviews with people who are for and against this.

Read what you wrote to your classmates in the next lesson. Write down any new words and expressions you hear from your partner(s).

5. WHAT HAPPENED NEXT? Write a newspaper article about the next stage in this news story. Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.

6. LETTER: Write a letter to an expert on tipping. Ask him/her three questions about tipping. Give him/her three of your ideas. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

ANSWERS

VOCABULARY (p.4)

1. c 2. d 3. g 4. e 5. a 6. f 7. b
8. k 9. m 10. n 11. j 12. i 13. h 14. l

TRUE / FALSE (p.5)

- 1 F 2 T 3 F 4 T 5 T 6 T 7 F 8 F

SYNONYM MATCH (p.5)

1. g	2. I	3. e	4. j	5. c
6. d	7. b	8. a	9. f	10. h

COMPREHENSION QUESTIONS (p.9)

1. In many countries
2. Next to the cash register
3. They're not happy
4. Face-to-face contact
5. A 20% tip
6. Tipping fatigue
7. Bottles of water
8. Emotional blackmail
9. A digital payments company
10. 15% more

WORDS IN THE RIGHT ORDER (p.19)

1. Usually, we give a tip to a waiter.
2. People are not so happy about them.
3. Machines mean there is no face-to-face contact.
4. Machines are asking customers to leave a tip.
5. They aren't so happy about leaving a tip.
6. Many people are becoming tired of tipping.
7. Reporters said many people are experiencing tipping fatigue.
8. They are even tipping when buying water.
9. Now, there are more digital payment machines.
10. The machines are increasing the number of tips.

MULTIPLE CHOICE - QUIZ (p.10)

1. b 2. c 3. d 4. b 5. a 6. a 7. d 8. c 9. d 10. b

ALL OTHER EXERCISES

Please check for yourself by looking at the Article on page 2.
(It's good for your English ;-)