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Level 3 – 12th March, 2020

Amazon starts selling cashier-less technology

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<https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

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

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THE ARTICLE

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

The online retail giant Amazon will start selling its cashier-less technology to any store or retail outlet that wants it. The software is called "Just Walk Out". The software means stores do not need any cashiers. Shoppers simply scan a smartphone app when they arrive at a store and then put their shopping in their bag and... just walk out of the store. The software automatically calculates the cost of the customer's shopping and charges the cost of their shopping to the customer's Amazon account. The new software will allow customers to have their credit card or other payment card deducted instead. Amazon has been using the software for the past two years in its own Go Grocery stores.

The Just Walk Out software will reduce the amount of employees a store needs. Instead, the store will need to put hundreds of small cameras on the ceiling. The cameras link to software that detects what customers have put into their bag. The software then bills the customer and issues a receipt online. An industry expert expects Amazon to make a lot of money from selling the software to other stores. Many stores want to remove one of the biggest things customers complain about - slow checkouts. Amazon said the software will allow store staff, "to focus on more valuable activities". However, a retail expert worries that, "there will be fewer jobs as automation comes in".

Sources: <https://www.bbc.com/news/technology-51801674>
<https://www.digitaltrends.com/cool-tech/amazon-offers-its-cashier-free-technology-to-other-retailers/>
<https://www.cnet.com/news/amazon-is-selling-its-cashierless-checkout-tech-to-other-retailers/>

WARM-UPS

1. CASHIERS: Students walk around the class and talk to other students about cashiers. 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?

online / retail / giant / technology / cashier / app / store / software / customer / credit employees / cameras / ceiling / receipt / bill / expert / complain / staff / automation

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

3. AUTOMATION: Students A **strongly** believe automation is a terrible thing; Students B **strongly** believe it is a great thing. Change partners again and talk about your conversations.

4. HUMANS: What are the advantages of humans and technology doing these jobs? Complete this table with your partner(s). Change partners often and share what you wrote.

	Humans	Technology
Cashier		
Manager		
Cleaner		
Security		
Shelf filler		
Other _____		

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

6. STORES: Rank these with your partner. Put the best stores at the top. Change partners often and share your rankings.

- Amazon
- McDonald's
- Disney Store
- Apple Store
- IKEA
- Seven-Eleven
- CosctCo
- UniQlo

VOCABULARY MATCHING

Paragraph 1

- | | |
|---------------|---|
| 1. giant | a. A store offering things for sale. |
| 2. retail | b. A very, very large company or organization. |
| 3. outlet | c. A person handling payments and receipts in a store, bank, or other business. |
| 4. cashier | d. Finds out the total or amount of something using maths. |
| 5. calculates | e. The sale of goods to the public in relatively small quantities. |
| 6. allow | f. Took away something from another thing. |
| 7. deducted | g. Let happen. |

Paragraph 2

- | | |
|----------------|--|
| 8. employee | h. The top part of the inside of a room or building. |
| 9. ceiling | i. A piece of paper that shows that you have paid for something. |
| 10. detects | j. A worker in a company or organisation. |
| 11. bills | k. Finds out; senses. |
| 12. receipt | l. Say you are unhappy about something. |
| 13. complain | m. Charges someone some money for goods or services. |
| 14. automation | n. The use of robots or machines in a system that makes or does something. |

BEFORE READING / LISTENING

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

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

- a. Amazon will not sell its cashier-less technology to its rivals. **T / F**
- b. Amazon's cashier-less technology is called "Just Walk Through". **T / F**
- c. Shoppers put shopping in their bag and walk out of the store. **T / F**
- d. The new Amazon technology only accepts payment by credit card. **T / F**
- e. The technology makes use of hundreds of cameras. **T / F**
- f. Shoppers receive a bill online for their shopping. **T / F**
- g. Many stores want to remove checkouts. **T / F**
- h. An expert is worried the software will cut the number of jobs. **T / F**

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

- | | |
|----------------------|---------------|
| 1. start | a. sends out |
| 2. called | b. price |
| 3. calculates | c. specialist |
| 4. cost | d. number |
| 5. deducted | e. named |
| 6. amount | f. take away |
| 7. link | g. subtracted |
| 8. issues | h. begin |
| 9. remove | i. connect |
| 10. expert | j. works out |

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

- | | |
|--|---------------------------|
| 1. The online retail | a. automation comes |
| 2. The software means stores do not | b. for the past two years |
| 3. The software automatically calculates | c. complain about |
| 4. the customer's Amazon | d. a store needs |
| 5. Amazon has been using the software | e. need any cashiers |
| 6. reduce the amount of employees | f. and issues a receipt |
| 7. put hundreds of small cameras | g. giant Amazon |
| 8. The software then bills the customer | h. on the ceiling |
| 9. one of the biggest things customers | i. the cost |
| 10. there will be fewer jobs as | j. account |

GAP FILL

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

The online retail (1) _____ Amazon will start selling its cashier-less technology to any store or retail (2) _____ that wants it. The software is called "Just Walk Out". The software means stores do not need any cashiers. Shoppers simply (3) _____ a smartphone app when they arrive at a store and then put their shopping in their bag and... just walk out of the store. The software automatically (4) _____ the cost of the customer's shopping and charges the (5) _____ of their shopping to the customer's Amazon account. The new software will (6) _____ customers to have their credit card or other payment card deducted (7) _____. Amazon has been using the software for the past two years in its (8) _____ Go Grocery stores.

scan
cost
own
giant
instead
calculates
outlet
allow

The Just Walk Out software will reduce the (9) _____ of employees a store needs. Instead, the store will need to put hundreds of small cameras on the (10) _____. The cameras link to software that (11) _____ what customers have put into their bag. The software then bills the customer and issues a receipt (12) _____. An industry expert expects Amazon to make a lot of money from selling the software to other stores. Many stores want to (13) _____ one of the biggest things customers (14) _____ about - slow checkouts. Amazon said the software will allow store staff, "to (15) _____ on more valuable activities". However, a retail expert worries that, "there will be (16) _____ jobs as automation comes in".

detects
remove
fewer
amount
online
focus
ceiling
complain

LISTENING – Guess the answers. Listen to check.

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

- 1) start selling its cashier-less technology to any store _____
 - a. or retail outlet
 - b. or retail inlet
 - c. or retail islet
 - d. or retail let
- 2) The software means stores do not _____
 - a. need any caches
 - b. need any cachets
 - c. need any cashiers
 - d. need any cashes
- 3) The software automatically _____
 - a. calculates the cost
 - b. calculates the lost
 - c. calculates the coast
 - d. calculates the cast
- 4) customers to have their credit card or other payment card _____
 - a. induct it instead
 - b. redacted instead
 - c. conducted instead
 - d. deducted instead
- 5) using the software for the past two years in _____ Grocery stores
 - a. its an Go
 - b. its down Go
 - c. its own Go
 - d. its owner Go
- 6) The Just Walk Out software will reduce the _____
 - a. a mount of employees
 - b. mountain of employees
 - c. am mount of employees
 - d. amount of employees
- 7) the store will need to put hundreds of small cameras _____
 - a. on the sealing
 - b. on the ceiling
 - c. on the sailing
 - d. on the selling
- 8) The software then bills the customer and issues _____
 - a. a re-seat online
 - b. a reseal online
 - c. a recipe online
 - d. a receipt online
- 9) Many stores want to remove one of the biggest things customers _____
 - a. complains about
 - b. complain about
 - c. complaint about
 - d. con plain about
- 10) a retail expert worries that there will be fewer jobs as automation _____
 - a. come in
 - b. comes out
 - c. comes in
 - d. comes sin

LISTENING – Listen and fill in the gaps

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

The (1) _____ Amazon will start selling its cashier-less technology to any store (2) _____ that wants it. The software is called "Just Walk Out". The software means stores do not need any cashiers. Shoppers (3) _____ smartphone app when they arrive at a store and then put their shopping in their bag and... just walk out of the store. The software automatically (4) _____ of the customer's shopping and (5) _____ of their shopping to the customer's Amazon account. The new software will allow customers to have their credit card or other payment card deducted instead. Amazon has been using the software for the past two years (6) _____ Go Grocery stores.

The Just Walk Out software will (7) _____ of employees a store needs. Instead, the store will need to put hundreds of small cameras on the ceiling. The cameras link to software (8) _____ customers have put into their bag. The software then bills the customer and issues (9) _____. An industry expert expects Amazon to make a lot of money from selling the software to other stores. Many stores want to (10) _____ the biggest things customers complain about - slow checkouts. Amazon said the software will allow store staff, "to focus on more valuable activities". However, a (11) _____ that, "there will be (12) _____ automation comes in".

COMPREHENSION QUESTIONS

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

1. What is the name of the Amazon software?
2. What do shoppers need to scan?
3. What does the software automatically calculate?
4. What can shoppers use to pay besides a credit card?
5. For how long has Amazon been using the software in its grocery stores?
6. What will the software mean stores need fewer of?
7. Where will stores have to put hundreds of cameras?
8. What did an industry expert say Amazon would make?
9. What did the article say was one of the biggest customer complaints?
10. What did an expert say would lead to fewer jobs?

MULTIPLE CHOICE - QUIZ

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

- 1) What is the name of the Amazon software?
 - a) Just Adjust
 - b) Just Walk Out
 - c) Just Say No
 - d) Just Do It
- 2) What do shoppers need to scan?
 - a) shelves
 - b) their membership number
 - c) bar codes
 - d) a smartphone app
- 3) What does the software automatically calculate?
 - a) how much stock to reorder
 - b) sell-by and use-by dates
 - c) the cost of the shopping
 - d) profit
- 4) What can shoppers use to pay besides a credit card?
 - a) payments cards
 - b) cash
 - c) crypto-currency
 - d) vouchers
- 5) For how long has Amazon been using the software in its grocery stores?
 - a) 1 year
 - b) 2 years
 - c) 3 years
 - d) 4 years
- 6) What will the software mean stores need fewer of?
 - a) cashiers
 - b) managers
 - c) goods
 - d) profit
- 7) Where will stores have to put hundreds of cameras?
 - a) at the tills
 - b) everywhere
 - c) on the ceiling
 - d) on shelves
- 8) What did an industry expert say Amazon would make?
 - a) money
 - b) software
 - c) better products
 - d) a mess
- 9) What did the article say was one of the biggest customer complaints?
 - a) a lack of choice
 - b) high prices
 - c) rude staff
 - d) slow checkouts
- 10) What did an expert say would lead to fewer jobs?
 - a) higher prices
 - b) globalization
 - c) automation
 - d) coronavirus

ROLE PLAY

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

Role A – Amazon

You think Amazon is the best store. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): the Disney Store, IKEA or Seven-Eleven.

Role B – The Disney Store

You think the Disney Store is the best store. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): Amazon, IKEA or Seven-Eleven.

Role C – IKEA

You think IKEA is the best store. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): the Disney Store, Amazon or Seven-Eleven.

Role D – Seven-Eleven

You think Seven-Eleven is the best store. Tell the others three reasons why. Tell them what is wrong with their stores. Also, tell the others which is the worst of these (and why): the Disney Store, IKEA or Amazon.

AFTER READING / LISTENING

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

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

online	cashier
---------------	----------------

- 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">• giant• simply• automatically• account• credit• own	<ul style="list-style-type: none">• amount• ceiling• receipt• money• complain• jobs
---	--

CASHIERS SURVEY

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

Write five GOOD questions about cashiers 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.

CASHIERS 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 'online'?
3. What do you think of Amazon?
4. Do you prefer online shopping or shopping in stores?
5. What do you think of cashiers?
6. What do you think of cashier-less stores?
7. Would you prefer to have cashiers in stores?
8. What are the bad things about this technology?
9. Do you prefer to pay by cash or card?
10. What do you think of shopping?

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CASHIERS 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 'cashier'?
13. What do you think about what you read?
14. What do you think when you are waiting at a checkout?
15. What do you like and dislike about shopping?
16. What is your favourite store?
17. Do we need to have workers in stores?
18. What complaints do you have about checkouts?
19. Is it bad that automation is replacing so many jobs?
20. What questions would you like to ask Amazon's boss?

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/2003/200312-cashier-less-technology.html>

The online retail (1) _____ Amazon will start selling its cashier-less technology to any store or retail (2) _____ that wants it. The software is called "Just Walk Out". The software means stores do not need any cashiers. Shoppers (3) _____ scan a smartphone app when they arrive at a store and then put their shopping in their bag and... just walk out of the store. The software automatically (4) _____ the cost of the customer's shopping and charges the cost of their shopping to the customer's Amazon account. The new software will (5) _____ customers to have their credit card or other payment card deducted instead. Amazon has been using the software for the past two years in its (6) _____ Go Grocery stores.

The Just Walk Out software will reduce the amount of (7) _____ a store needs. Instead, the store will need to put hundreds of small cameras on the (8) _____. The cameras link to software that detects what customers have put into their bag. The software then (9) _____ the customer and issues a receipt online. An industry expert expects Amazon to make a lot of money from selling the software to other stores. Many stores want to remove one of the biggest things customers complain (10) _____ - slow checkouts. Amazon said the software will allow store staff, "to focus (11) _____ more valuable activities". However, a retail expert worries that, "there will be fewer jobs (12) _____ automation comes in".

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

- | | | | | |
|-----|--------------|----------------|----------------|--------------|
| 1. | (a) gigantic | (b) gargantuan | (c) gaunt | (d) giant |
| 2. | (a) pamphlet | (b) inlet | (c) islet | (d) outlet |
| 3. | (a) easy | (b) simply | (c) justly | (d) fairly |
| 4. | (a) predates | (b) dates | (c) calculates | (d) grates |
| 5. | (a) let | (b) do | (c) allow | (d) follow |
| 6. | (a) own | (b) down | (c) up | (d) sell |
| 7. | (a) employee | (b) employees | (c) employers | (d) employer |
| 8. | (a) ceiling | (b) sealing | (c) sailing | (d) selling |
| 9. | (a) tills | (b) bills | (c) wills | (d) fills |
| 10. | (a) for | (b) of | (c) about | (d) on |
| 11. | (a) up | (b) to | (c) on | (d) as |
| 12. | (a) is | (b) has | (c) was | (d) as |

SPELLING

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

Paragraph 1

1. The online laitre giant Amazon
2. stores do not need any eschasir
3. automatically llcctuseaa the cost
4. the customer's Amazon auonctc
5. allow customers to have their redcit card
6. other payment card detddecu instead

Paragraph 2

7. the amount of ylmpesoee
8. cameras on the liegcin
9. software that dstecte what customers
10. issues a etepcir online
11. things customers picmanlo about
12. fewer jobs as oatuntmaoi comes

PUT THE TEXT BACK TOGETHER

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

Number these lines in the correct order.

- () card deducted instead. Amazon has been using the software for the past two years in its own Go Grocery stores.
- () to put hundreds of small cameras on the ceiling. The cameras link to software that detects what
- () of the customer's shopping and charges the cost of their shopping to the customer's Amazon
- () expert expects Amazon to make a lot of money from selling the software to other stores. Many stores want to remove
- () expert worries that, "there will be fewer jobs as automation comes in".
- () allow store staff, "to focus on more valuable activities". However, a retail
- () The Just Walk Out software will reduce the amount of employees a store needs. Instead, the store will need
- () outlet that wants it. The software is called "Just Walk Out". The software means stores do not
- () need any cashiers. Shoppers simply scan a smartphone app when they arrive at a store and then put their shopping
- () customers have put into their bag. The software then bills the customer and issues a receipt online. An industry
- () in their bag and... just walk out of the store. The software automatically calculates the cost
- () account. The new software will allow customers to have their credit card or other payment
- (**1**) The online retail giant Amazon will start selling its cashier-less technology to any store or retail
- () one of the biggest things customers complain about - slow checkouts. Amazon said the software will

PUT THE WORDS IN THE RIGHT ORDER

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

1. start selling will technology . cashier-less its Amazon
2. software means not cashiers . do The stores need
3. when arrive . app smartphone they a Scan
4. the of cost Automatically shopping . the customer's calculates
5. for the software the Using years . past two
6. a store employees amount the of Reduce needs .
7. ceiling . the small of on camera hundreds Put
8. what bag . Detect their into put have customers
9. biggest customers the One of things complain about .
10. jobs as fewer comes . There automation be will

CIRCLE THE CORRECT WORD (20 PAIRS)

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

The online retail *gigantic / giant* Amazon will start selling its cashier-less technology to any store or retail *outlet / inlet* that wants it. The software is called "Just Walk Out". The software *mean / means* stores do not need any cashiers. Shoppers simply *see / scan* a smartphone app when they arrive *at / to* a store and then put their shopping in *that / their* bag and... just walk out *of / off* the store. The software automatically *calculates / calculate* the cost of the customer's shopping and charges the cost of their shopping to the customer's Amazon account. The new software will allow customers to have their credit card or other payment card deducted *rather / instead*. Amazon has been using the software for the past two years in its *own / owner* Go Grocery stores.

The Just Walk Out software will *reduce / induce* the amount of employees a store needs. Instead, the store will need to put *hundred / hundreds* of small cameras on the *sealing / ceiling*. The cameras link to software that *detection / detects* what customers have put into their bag. The software then *bails / bills* the customer and issues a receipt online. An industry *expat / expert* expects Amazon to *make / do* a lot of money from selling the software to other stores. Many stores want to *removal / remove* one of the biggest things customers complain about - slow checkouts. Amazon said the software will *allowed / allow* store staff, "to focus on more valuable activities". However, a retail expert worries that, "there will be *fewer / less* jobs as automation comes in".

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

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

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

T h _ _ n l _ n _ r _ t _ _ l g _ _ n t A m _ z _ n w _ l l s t _ r t
s _ l l _ n g _ t s c _ s h _ _ r - l _ s s t _ c h n _ l _ g y t _ _ n y s
t _ r _ _ r r _ t _ _ l _ _ t l _ t t h _ t w _ n t s _ t . T h _ s _ f t
w _ r _ _ s c _ l l _ d " J _ s t W _ l k O _ t " . T h _ s _ f t w _ r _
m _ _ n s s t _ r _ s d _ n _ t n _ _ d _ n y c _ s h _ _ r s . S
h _ p p _ r s s _ m p l y s c _ n _ s m _ r t p h _ n _ _ p p w h _ n
t h _ y _ r r _ v _ _ t _ _ s t _ r _ _ n d t h _ n p _ t t h _ _ r s
h _ p p _ n g _ n t h _ _ r b _ g _ n d . . . j _ s t w _ l k _ _ t
_ f t h _ s t _ r _ . T h _ s _ f t w _ r _ _ _ t _ m _ t _ c _ l l y c _ l
c _ l _ t _ s t h _ c _ s t _ f t h _ c _ s t _ m _ r ' s s h _ p p _ n g
_ n d c h _ r g _ s t h _ c _ s t _ f t h _ _ r s h _ p p _ n g t _
t h _ c _ s t _ m _ r ' s A m _ z _ n _ c c _ _ n t . T h _ n _ w s _ f t
w _ r _ w _ l l _ l l _ w c _ s t _ m _ r s t _ h _ v _ t h _ _ r c r _ d _ t
c _ r d _ r _ t h _ r p _ y m _ n t c _ r d d _ d _ c _ t _ d _ n s t _ _ d .
A m _ z _ n h _ s b _ _ n _ s _ n g t h _ s _ f t w _ r _ f _ r t h _
p _ s t t w _ y _ _ r s _ n _ t s _ w n G _ G r _ c _ r y s t _ r _ s
.

T h _ J _ s t W _ l k O _ t s _ f t w _ r _ w _ l l r _ d _ c _ t h _
_ m _ _ n t _ f _ m p l y _ _ s _ _ s t _ r _ n _ _ d s . I n s t _ _ d
, t h _ s t _ r _ w _ l l n _ _ d t _ p _ t h _ n d r _ d s _ f s
m _ l l c _ m _ r _ n t h _ c _ _ l _ n g . T h _ c _ m _ r _ s l _ n k
t _ s _ f t w _ r _ t h _ t d _ t _ c _ t s w h _ t c _ s t _ m _ r s h _ v _
p _ t _ n t _ t h _ _ r b _ g . T h _ s _ f t w _ r _ t h _ n b _ l l s
t h _ c _ s t _ m _ r _ n d _ s s _ _ s _ r _ c _ _ p t _ n l _ n _ . A n
_ n d _ s t r y _ x p _ r t _ x p _ c t s A m _ z _ n t _ m _ k _ _ l _ t
_ f m _ n _ y f r _ m s _ l l _ n g t h _ s _ f t w _ r _ t _ t h _ r s
t _ r _ s . M _ n y s t _ r _ s w _ n t t _ r _ m _ v _ _ n _ f t h _
b _ g g _ s t t h _ n g s c _ s t _ m _ r s c _ m p l _ _ n _ b _ _ t _
s l _ w c h _ c k _ _ t s . A m _ z _ n s _ _ d t h _ s _ f t w _ r _
w _ l l _ l l _ w s t _ r _ s t _ f f , " t _ f _ c _ s _ n m _ r _ v _ l _ _
b l _ c _ t _ v _ t _ _ s " . H _ w _ v _ r , _ r _ t _ _ l _ x p _ r t w _ r
r _ _ s t h _ t , " t h _ r _ w _ l l b _ f _ w _ r j _ b _ s _ s _ _
t _ m _ t _ _ n c _ m _ s _ n " .

PUNCTUATE THE TEXT AND ADD CAPITALS

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

the online retail giant amazon will start selling its cashierless technology to any store or retail outlet that wants it the software is called just walk out the software means stores do not need any cashiers shoppers simply scan a smartphone app when they arrive at a store and then put their shopping in their bag and just walk out of the store the software automatically calculates the cost of the customers shopping and charges the cost of their shopping to the customers amazon account the new software will allow customers to have their credit card or other payment card deducted instead amazon has been using the software for the past two years in its own go grocery stores the just walk out software will reduce the amount of employees a store needs instead the store will need to put hundreds of small cameras on the ceiling the cameras link to software that detects what customers have put into their bag the software then bills the customer and issues a receipt online an industry expert expects amazon to make a lot of money from selling the software to other stores many stores want to remove one of the biggest things customers complain about slow checkouts amazon said the software will allow store staff to focus on more valuable activities however a retail expert worries that there will be fewer jobs as automation comes in

PUT A SLASH (/) WHERE THE SPACES ARE

From <https://breakingnewsenglish.com/2003/200312-cashier-less-technology.html>

The online retail giant Amazon will start selling its cashier-less technology to any store or retail outlet that wants it. The software is called "Just Walk Out". The software means stores do not need any cashiers. Shoppers simply scan a smartphone app when they arrive at a store and then put their shopping in their bag and... just walk out of the store. The software automatically calculates the cost of the customer's shopping and charges the cost of their shopping to the customer's Amazon account. The new software will allow customers to have their credit card or other payment card deducted instead. Amazon has been using the software for the past two years in its own Go Grocery stores. The Just Walk Out software will reduce the amount of employees a store needs. Instead, the store will need to put hundreds of small cameras on the ceiling. The cameras link to software that detects what customers have put into their bag. The software then bills the customer and issues a receipt online. An industry expert expects Amazon to make a lot of money from selling the software to other stores. Many stores want to remove one of the biggest things customers complain about - slow checkouts. Amazon said the software will allow store staff, "to focus on more valuable activities". However, a retail expert worries that, "there will be fewer jobs as automation comes in".

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. CASHIERS: Make a poster about cashiers. Show your work to your classmates in the next lesson. Did you all have similar things?

4. TECHNOLOGY: Write a magazine article about technology never replacing cashiers because people need jobs. 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 cashiers. Ask him/her three questions about them. Give him/her three of your ideas on how stores can keep their cashiers. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

ANSWERS

VOCABULARY (p.4)

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

TRUE / FALSE (p.5)

- a F b F c T d F e T f T g T h T

SYNONYM MATCH (p.5)

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

COMPREHENSION QUESTIONS (p.9)

1. Just Walk Out
2. A smartphone app
3. The cost of the shopping
4. A payment card
5. Two years
6. Cashiers
7. On the ceiling
8. A lot of money
9. Slow checkouts
10. Automation

WORDS IN THE RIGHT ORDER (p.20)

1. Amazon will start selling its cashier-less technology.
2. The software means stores do not need cashiers.
3. Scan a smartphone app when they arrive.
4. Automatically calculates the cost of the customer's shopping.
5. Using the software for the past two years.
6. Reduce the amount of employees a store needs.
7. Put hundreds of small cameras on the ceiling.
8. Detect what customers have put into their bag.
9. One of the biggest things customers complain about.
10. There will be fewer jobs as automation comes.

MULTIPLE CHOICE - QUIZ (p.10)

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

ALL OTHER EXERCISES

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