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**Level 1 – 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-1.html>

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**Please try Levels 0, 2 and 3. They are (a little) harder.**

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# THE READING

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-1.html>

Tipping in restaurants and hotels is normal in many countries. People put tips in a jar near a cash register. There is now a new way to tip - self checkout machines. People are not happy about them because they are asking for a tip. They are in bookstores and clothes shops in the USA. There is no face-to-face contact between people, so customers in stores are unhappy about tipping a machine.

A newspaper said people in the USA are becoming tired of tipping self-checkout machines. They are experiencing "tipping fatigue". Nearly 20 per cent of people now leave tips for things like bottles of water. A customer at one store said self-checkout machines asking for tips was like "emotional blackmail". A digital payments company said the machines have increased the number of tips by 15 per cent.

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-1.html>

## PARAGRAPH ONE:

- |                             |                  |
|-----------------------------|------------------|
| 1. Tipping in               | a. in bookstores |
| 2. normal in many           | b. in a jar      |
| 3. People put tips          | c. contact       |
| 4. There is now a new way   | d. a machine     |
| 5. they are asking          | e. restaurants   |
| 6. They are                 | f. for a tip     |
| 7. There is no face-to-face | g. countries     |
| 8. unhappy about tipping    | h. to tip        |

## PARAGRAPH TWO:

- |                                 |                     |
|---------------------------------|---------------------|
| 1. becoming tired               | a. for tips         |
| 2. 20 per cent of people now    | b. bottles of water |
| 3. things like                  | c. company          |
| 4. A customer                   | d. leave tips       |
| 5. machines asking              | e. by 15 per cent   |
| 6. emotional                    | f. of tipping       |
| 7. A digital payments           | g. blackmail        |
| 8. increased the number of tips | h. at one store     |

# LISTEN AND FILL IN THE GAPS

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-1.html>

Tipping in restaurants and (1) \_\_\_\_\_ in many countries. People put tips (2) \_\_\_\_\_ near a cash register. There is now a (3) \_\_\_\_\_ tip - self checkout machines. People are not happy about them because they (4) \_\_\_\_\_ a tip. They are in bookstores and clothes shops in the USA. (5) \_\_\_\_\_ face-to-face contact between people, so customers in stores are unhappy (6) \_\_\_\_\_ machine.

A newspaper said people in the USA are becoming (7) \_\_\_\_\_ self-checkout machines. They are experiencing "tipping fatigue". Nearly 20 per cent of people now (8) \_\_\_\_\_ things like bottles of water. A customer (9) \_\_\_\_\_ said self-checkout machines (10) \_\_\_\_\_ was like "emotional blackmail". (11) \_\_\_\_\_ company said the machines have increased the number (12) \_\_\_\_\_ 15 per cent.

# PUT A SLASH ( / ) WHERE THE SPACES ARE

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-1.html>

Tipping in restaurants and hotels is normal in many countries. People put tips in a jar near a cash register. There is now a new way to tip - self-checkout machines. People are not happy about them because they are asking for a tip. They are in bookstores and clothes shops in the USA. There is no face-to-face contact between people, so customers in stores are unhappy about tipping a machine. A newspaper said people in the USA are becoming tired of tipping self-checkout machines. They are experiencing "tipping fatigue". Nearly 20 percent of people now leave tips for things like bottles of water. A customer at one store said self-checkout machines asking for tips was like "emotional blackmail". A digital payments company said the machines have increased the number of tips by 15 percent.

# TIPPING SURVEY

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-4.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) \_\_\_\_\_

*Self-checkout machines asking customers to tip – 18th May 2023*  
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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) \_\_\_\_\_

