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**Level 0 – 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-0.html>

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**Please try Levels 1, 2 and 3. They are (a little) harder.**

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# THE READING

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-0.html>

Tipping is normal in many countries. Some people put tips in a special tip jar. There is now a new way to tip - self checkout machines. People are not happy about them because they are asking for a tip. There is no face-to-face contact, so people are unhappy about tipping a machine.

People in the USA are tired of tipping self-checkout machines. They have "tipping fatigue". People are leaving tips for things like bottles of water. A customer said self-checkout machines asking for tips was like "blackmail". 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-0.html>

## PARAGRAPH ONE:

- |                             |               |
|-----------------------------|---------------|
| 1. Tipping is               | a. a machine  |
| 2. in many                  | b. tip jar    |
| 3. a special                | c. for a tip  |
| 4. a new way                | d. normal     |
| 5. People are not happy     | e. contact    |
| 6. ask                      | f. to tip     |
| 7. There is no face-to-face | g. about them |
| 8. unhappy about tipping    | h. countries  |

## PARAGRAPH TWO:

- |                                 |                      |
|---------------------------------|----------------------|
| 1. People in                    | a. "blackmail"       |
| 2. tired                        | b. "tipping fatigue" |
| 3. self-checkout                | c. of tipping        |
| 4. They have                    | d. by 15 per cent    |
| 5. People are leaving           | e. of water          |
| 6. bottles                      | f. machines          |
| 7. asking for tips was like     | g. the USA           |
| 8. increased the number of tips | h. tips              |

# LISTEN AND FILL IN THE GAPS

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-0.html>

Tipping (1) \_\_\_\_\_ many countries. Some people

(2) \_\_\_\_\_ a special tip jar. There is

(3) \_\_\_\_\_ way to tip - self checkout machines.

People (4) \_\_\_\_\_ about them because they are

(5) \_\_\_\_\_ tip. There is no face-to-face contact,

so people are unhappy (6) \_\_\_\_\_ machine.

People in the USA (7) \_\_\_\_\_ tipping self-

checkout machines. They (8) \_\_\_\_\_. People are

leaving tips (9) \_\_\_\_\_ bottles of water. A

customer said self-checkout machines asking for

(10) \_\_\_\_\_ "blackmail". (11) \_\_\_\_\_

increased the number (12) \_\_\_\_\_ 15 per cent.

# PUT A SLASH ( / ) WHERE THE SPACES ARE

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-0.html>

Tipping is normal in many countries. Some people put tips in a special tip jar. There is now a new way to tip - self-checkout machines. People are not happy about them because they are asking for a tip. There is no face-to-face contact, so people are unhappy about tipping a machine. People in the USA are tired of tipping self-checkout machines. They have "tipping fatigue". People are leaving tips for things like bottles of water. A customer said self-checkout machines asking for tips was like "blackmail". The machines have increased the number of tips by 15 percent.

# TIPPING SURVEY

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-0.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) \_\_\_\_\_

# WRITING

From <https://breakingnewsenglish.com/2305/230518-self-checkout-machines-0.html>

Write about **tipping** for 10 minutes. Read and talk about your partner’s paper.

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