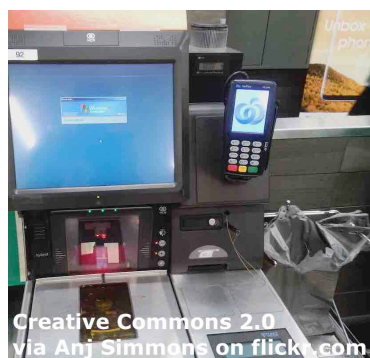


## Self-checkout machines asking customers to tip

18th May 2023



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: [usatoday.com](https://www.usatoday.com) / [gizmodo.com](https://www.gizmodo.com) / [businessinsider.com](https://www.businessinsider.com)

### Writing

We should only leave tips if the service is better than excellent. Discuss.

### Chat

Talk about these words from the article.

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

### True / False

- 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

### Synonym Match

(The words in **bold** are from the news article.)

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

### Discussion – Student A

- a) What do you think of tipping?
- b) Do you like the idea of self-checkout machines?
- c) Who should we give a tip to?
- d) How much of a tip should we give?
- e) Would you prefer a human or a machine when paying for things?
- f) How important is face-to-face contact in life?
- g) Should tipping only be for restaurants, taxis and hotels?
- h) Is there a custom of tipping in your country?

## Phrase Match

- |                               |                              |
|-------------------------------|------------------------------|
| 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"         |

## Discussion – Student B

- What do you think about what you read?
- What do you think of checkout counters?
- Is it OK for self-checkout machines to take away people's jobs?
- Do you deserve a tip in your job?
- Should we tip when buying a bottle of water?
- Is a prompt for a tip on a machine like blackmail?
- How do you feel when you tip someone?
- What questions would you like to ask a waiter?

## Spelling

- Leaving a tip in a attreunasr
- a member of ftfsa in a hotel
- next to the cash stergrie
- They are in airports, uasdismt...
- no face-to-face cntacot
- machines are asking crseosutm
- The Wall Street raJuonl
- people are experiencing tipping uifetga
- aitdlig payment machines
- a tmoprpr on a self-checkout machine
- molatiemo blackmail
- esrinanigc the number of tips

### Answers – Synonym Match

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

## Role Play

### 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.

## Speaking – Tipping

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

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

### Answers – True False

1	F	2	T	3	F	4	T	5	T	6	T	7	F	8	F
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Answers to Phrase Match and Spelling are in the text.