Unit 10 - Self-Checkout – Ethics & Entertainment.

Watch both clips and answer the following. Use complete sentences where appropriate.

1. In the news segment, what shocking statistic is shared about theft at self-checkouts compared to staffed lanes?

2. According to experts, why are self-checkouts more prone to theft?

3. What impact does self-checkout theft have on everyday consumers?

4. List **two measures** retailers have introduced to reduce self-checkout theft.

5. Describe one humorous or absurd moment from the Griff Rhys Jones sketch related to self-checkout.

6. How does the sketch exaggerate real customer frustrations with self-service machines?

7. Why might comedy be an effective tool for critiquing the self-checkout experience?

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8. Compare and contrast the serious themes of the news clip with the comedic treatment in the sketch. Provide **one similarity and one difference**.

9. In **2–3 sentences**, evaluate this statement:
"Self-checkout technology is a double-edged sword – convenient but problematic."

10. What combination of future improvements (from either video) would you recommend to balance convenience, fairness, and consumer experience?

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