

GERMANY DISCOVERS WHAT SELF-CHECK OUT IS ... 10 YEARS AFTER THE REST OF THE WORLD

"The self-service terminals are an attempt - just like online shopping - to make the customer do more work," Ver.di spokeswoman Heike Lattekamp told the HA. "The aim is to reduce the number of people in employment."

"It is already the case today that the cashier is sometimes the only staff member that a shopper meets in the supermarket," she added.

In the UK, where the technology has been well established for at least a decade, customer surveys show that shoppers often hate self-service and see it as an attempt on the part of supermarkets to cut costs. And it is not just the customer that ought to be wary. A separate survey carried out in Britain in 2014 showed that [one in five people admitted to shoplifting](#) at self-service checkouts, adding up to around €2 billion of items every year.

Still though, one wonders if the German cashier, famed for their penchant for scanning items at a speed which appears to defy Einstein's theory of relativity, could do with a little help [from a late 20th century technology](#).