

<https://www.youtube.com/watch?v=GL-4Woy94a0>

Some investigators checked out 6 Canadian hotels and found very high counts of germs and bacteria in their rooms. The management promised to make improvements and the investigators return one year later to see if they did.

VOCABULARY LOOK

STUDENT HANDOUT

Here is some vocabulary which might help you in answering the questions and in your speaking:

to clean up your act to pass the buck to drip (down) to/a stain a streak to wipe st filthy undercover

0 – 0:59

INTRO: 3 QUESTIONS

Q1 Who is Carol Ann?

Q2 What did she see last year on CBC programme *Marketplace* that horrified her?

Q3 What does she want to find out?

3:05 – 3:22

PREDICT WHAT THE PR (Public Relations) PEOPLE SAID

Q4 The test results from last year weren't good. The hotel representatives promised they would do 3 things to improve the situation. What do you think they were? (After your predictions, listen to the video to see how close you were.)

- 1)
- 2)
- 3)

4:26 – 6:20

RETURN TO HOTEL: ECONOLODGE

Q5 By chance the microbiologist and the programme producer entered one of the same rooms they had originally investigated the year before. Listen to the video and take note of their comments and what they discovered in that room.

9:20 – 11:50

SOME FINDINGS

A germ meter was used and this is the guide they referred to when deciding if that object or part of the room was clean.

# of germs	Rating	Colour
over 1,000	a fail	red
300 – 1,000	a caution	yellow
under 300	a pass	green

Q6 What did they discover?

	Germ count	Rating
Holiday Inn toilet seat	-----	
Holiday Inn faucet		
Holiday Inn telephone		
Sheraton remote control		
Best Western remote control		
After they wipe the same remote control themselves		

20:36 – 21:20

DIY (Do It Yourself) Tips to having a clean room

Q7 Write down 5 suggestions to reduce germs & bacteria in your hotel room, provided by the investigating team.

DISCUSS

- Do you think the hotels in your country are better?
- How can you encourage the hotels to be more responsible in their cleanliness?