



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

SANITATION AND HOUSEKEEPING N4

21 NOVEMBER 2016

This marking guideline consists of 12 pages.

SECTION A**QUESTION 1**

- 1.1 C
- 1.2 D
- 1.3 C
- 1.4 B
- 1.5 D
- 1.6 B
- 1.7 D
- 1.8 D
- 1.9 B
- 1.10 A

(10 × 1) [10]

QUESTION 2

- 2.1 False
- 2.2 True
- 2.3 True
- 2.4 True
- 2.5 False
- 2.6 True
- 2.7 False
- 2.8 True
- 2.9 True
- 2.10 False

(10 × 1) [10]

QUESTION 3

- 3.1.1 G
- 3.1.2 E
- 3.1.3 C
- 3.1.4 H
- 3.1.5 F
- 3.1.6 I
- 3.1.7 A
- 3.1.8 J
- 3.1.9 D
- 3.1.10 B

(10 × 1) (10)

3.2	3.2.1	Swabbing	(1)
	3.2.2	- Remove the bud from the sterile tube, ensuring that it does not get contaminated. - Sweep the bud across the test area, rotating the swab. - Place the swab in a certain amount of sterile fluid and then agitated to remove the organisms from the swab. - Samples of the fluid are inoculated into a melted, cooled nutrient agar medium and cultured. - The sample is then solidified and examined for colonies which are counted.	(Any 2 × 1) (2)
	3.2.3	A sterile rinsing solution	(1)
	3.2.4	- The surface/bottles or containers are rinsed with the sterile rinsing solution. - Organisms which are present on the surface are removed as the solution rinses over it. - The fluid collected after rinsing is analysed for the total amount of organisms recorded.	(Any 2 × 1) (2)
	3.2.5	The result will be recorded as a count per object.	(1)
	3.2.6	- Raised agar contact plates are prepared. - It is then impressed directly onto the test area. - Organisms adhered to the agar are then cultured and developed into colonies.	(Any 2 × 1) (2)
	3.2.7	The result will be as a count per object.	(1)
			[20]

QUESTION 4

- 4.1 Detergent
- 4.2 The National Insurance Act 1965
- 4.3 Moulds
- 4.4 The Food Safety Act 1990
- 4.5 Disinfectants
- 4.6 Sterilant OR Sterilizer
- 4.7 Logarithmic phase

4.8	Electro tube		
4.9	Auto claving		
4.10	Emergency plan OR emergency action plan	(10 × 1)	[10]
TOTAL SECTION A:			50

SECTION B**QUESTION 5**

- 5.1
- Can be easily cleaned
 - Smooth but not slippery
 - Even
 - Without cracks or open joints
 - Impervious (non-absorbent) and waterproof
 - Round angel at junction with wall for easier cleaning
 - Resistant to acids, fat and grease
 - No loose part to slip over
 - Slope evenly towards drainage outlets. (Any 5 × 1) (5)
- 5.2
- Enough hygienic and suitable toilet facilities must be provided for all.
 - It must be well ventilated and must not open directly on to food handling or storage areas.
 - Toilet paper and sanitary napkins must be provided.
 - Toilets for females must have regular sanitary disposal service.
 - Hand- washing basins and/or showers with hot and cold running water, anti-bacterial soap must be provided.
 - Hand washing basins must be situated adjacent the toilet and before the exit of the bathroom.
 - Notices regarding hand washing must be put at basins in applicable languages.
 - A shelf and full length mirror should preferable also be provided in the cloakroom area.
 - It is essential to have separate storing spaces for clean and dirty overalls in the cloakroom. (Any 6 × 1) (6)

SANITATION AND HOUSEKEEPING N4

- 5.3 5.3.1 • Temperature must be between 20 °C and 25 °C.
 • Adequate lighting to prevent injuries.
 • Cool, dry and well ventilated.
 • Adequate shelving which should be easy to clean, strong and away from the floor.
 • Cupboards should have strong shelves which are lined with washable plastic.
 • Cupboards should have ventilation to decrease excess moisture. (Any 5 × 1) (5)
- 5.3.2 • Temperature must be between 1 °C and 4 °C.
 • A large cold store should have plenty of cooling capacity.
 • Adequate shelving which should be easy to clean, strong and away from the floor. (Any suitable answer) (3)
- 5.4 • Store raw poultry in the refrigerator.
 • Poultry must be frozen within two to three days of purchase.
 • Seal in an airtight container.
 • Fresh, whole chicken can be stored in the freezer for up to a year.
 • Uncooked chicken pieces can be kept frozen for up to nine months in the freezer.
 • Uncooked poultry must be used within three to four days. (Any 3 × 1) (3)
- 5.5 • You must have the ability to encourage and motivate staff.
 • You should have strong communicational skills.
 • You must have good organisational skills.
 • Must pay attention to detail.
 • Be able to cope with a crisis.
 • Be able to make decisions.
 • Have good numerical ability.
 • Be physical and mentally fit. (Any 7 × 1) (7)
- 5.6 • Responsible for organising staff in hotel.
 • Draw up shift rotas.
 • Allocate daily cleaning duties for the room attendants.
 • Inspect rooms and make sure standards have been met.
 • Records any faults or damages and make arrangements for the repairs.
 • Recruiting and training of new staff.
 • Prepare and manage the budget.
 • Requesting/Buying supplies and keeping records of expenditure.
 • Investigate complaints regarding housekeeping. (Any 8 × 1) (8)

SANITATION AND HOUSEKEEPING N4

- 5.7 5.7.1 • After guest departure = strip bed from all dirty linen, etc & made with correct bed linen and coverings.
 • Ensure all unused linen are still clean.
 • Check linen etc daily and change clean linen at least every 2nd day/organisational guidelines.
 • Keep dirty/clean linen separate in room attendant's trolley.
 • All clean bedding on chair/rack – NOT ON FLOOR!
 • Never leave piles of dirty linen in corridor- bad impression
 (Any suitable answer) (5 × 1) (5)
- 5.7.2 • Remove everything from around the sink and around the shower. Also, remove anything from the shelves.
 • Clean the mirror. Clean the mirror by spraying and wiping with a paper towel.
 • Clean the sink. Spray the soap scum remover and scrub with a sponge if needed. Otherwise, you can wipe off the soap scum with a damp paper towel. Be sure to wipe dry with a rag or a paper towel. Remember to spray and wipe the faucet, the inside of the sink and the counter.
 • Clean the shelves. Spray the all purpose cleaner and wipe with a paper towel.
 • Clean the toilet. Spray the toilet with scrubbing bubbles. For a hands-free operation, buy a toilet scrubber with a handle. Be sure to flush the toilet to rinse. Remember to clean the seat and the back of the toilet bowl.
 • Clean the shower. Spray with soap-scum remover and scrub with a sponge. Be sure to clean your shower regularly to avoid mold build-up.
 • Clean the floor. If you have a tile floor, then spray with tile cleaner, scrub if necessary and wipe up the tile cleaner with a rag or a paper towel. Remember to clean behind the toilet
 • Take out the trash. You can now throw away all the paper towels and other trash in the bathroom.
 • Replace the items you removed from the shelves. Remember to wipe off any dirty items before replacing.
 • Make sure to stock the bathroom with extra toilet paper.
 (Any 4 × 1) (4)
- 5.7.3 • Remove everything from around the sink and around the shower. Also, remove anything from the shelves.
 • Clean the mirror. Clean the mirror by spraying and wiping with a paper towel.

- 5.7.3
- Lounges and reception areas should be clean 24 hours a day.
 - Remove all garbage from dustbins and clean if required.
 - Clean and disinfect public telephones and kiosk touch screen.
 - Clean all glass surfaces and windows
 - Dust furniture and vacuum upholstery.
 - Mop and sweep floors thoroughly.

(Any suitable answer) (4 × 1)

(4)

[50]**QUESTION 6**

- 6.1 Tuberculosis (TB) is a chronic infectious disease✓ that is caused by a bacterium called Mycobacterium tuberculosis.✓ TB most commonly affects the lungs but also can involve almost any organ in the body.✓

(3)

- 6.2
- A persistent cough which lasts longer than a month.
 - A cough that starts out dry but later produces sputum or blood.
 - Chest pain.
 - Breathing difficulty e.g. shortness of breath.
 - Feeling weak.
 - Fatigue.
 - Loss of weight and appetite.
 - Chills and fevers.
 - Joint pain.
 - Wheezing.
 - Excessive sweating, including night sweats.
 - Diarrhoea.

(Any 6 × 1)

(6)

- 6.3
- The employer must immediately report any case of active TB to the local or public health department.
 - The employer should contact their local health authorities regarding laws and regulations in their area.
 - The employer may allow the person with TB to return to work after a medical clearance letter was received.
 - The employer has strict confidentiality requirements including keeping medical records separate from other personnel records. Only supervisors and managers may be notified of an individual's TB status.
 - The employer should arrange counselling about the potential risk of TB infection through a trained medical or public health officer.

Any suitable answer (Any 5 × 1)

(5)

- 6.4 Agree

(1)

- 6.5
- Smoking makes fighting illnesses harder.
 - Smoking is a major risk factor for chronic obstructive pulmonary disease and cancer.
 - It slows the body down.
 - Cigarette smoking can impede healing. (Any 3 × 1) (3)
- 6.6
- 6.6.1
- Tannin acid affects the membrane of the stomach and as a result the digestion is slow.
 - Tannin acid hardens the albumin in meat and therefore retards the digestion of meat.
 - Palatability is reduced because tannins are astringent. (Any 2 × 1) (2)
- 6.6.2
- Continuous use of coffee (caffeine) will weaken the muscle of the heart.
 - Too much caffeine elevates the heart rate and blood pressure.
 - It may cause restlessness, anxiety and insomnia. (Any suitable answer) (Any 2 × 1) (2)
- 6.6.3
- Alcohol abuse may lead to
 - A higher risk of cancer in the liver, pancreas, rectum, breast, mouth, pharynx, larynx and oesophagus.
 - Liver disease
 - Heart disease
 - Kidney disease
 - Pancreas malfunctioning.
 - Alcohol can damage the cells lining the stomach and small intestine.
 - Alcohol increases the risks of arthritis and muscle atrophy.
 - Alcohol can cause depression, anxiety and insomnia.
 - Alcohol can lead to malnutrition. (Any 4 × 1) (4)
- 6.6.4
- Dagga causes hallucinations such as distortions of colour sound and shape.
 - It may cause epileptic fits.
 - It can lead to loss of appetite.
 - It can cause
 - Panic
 - Paranoia
 - sweating
 - Loss of contact with reality
 - Irrational or bizarre behaviour
 - Stomach cramps and nausea (Any 4 × 1) (4)

SANITATION AND HOUSEKEEPING N4

- 6.7 6.7.1
 - Stand close to the load which you plan on lifting.
 - Place your feet far apart, this will keep you balanced.
 - Bend down using your knees and not your back.
 - Lower your head and look down on the load.
 - Establish a firm grip.
 - Lift the load by straightening your knees.
 - Do this procedure in reverse when putting down a heavy load.
 - Use carts to transport heavy items or several items.

(Any 6 × 1) (6)
- 6.7.2
 - Records provide useful information in case an employee needs time off work.
 - It provides a record to claim compensation at a later stage.
 - It helps the employer identify which areas can be improved on to prevent accidents happening in the future.

(Any suitable answer) (Any 3 × 1) (3)
- 6.8 6.8.1
 - The facility should always be well ventilated.
 - When lighting the pilot, first light the match and then turn on the gas supply.
 - Be careful not to leave flammable items too close to the flames of a gas burner.
 - Close the main supply of gas when a leak occurs. Open all windows and doors to increase ventilation.
 - Turn off the gas and wait a few minutes before relighting again.
 - Be careful of drafts which may blow out the flame and leave the gas leaking into the air.

(6)
- 6.8.2
 - Must be handled by staff members who are trained and have sufficient knowledge of the dangers of incorrect usage.
 - Store in its original containers in a storage area.
 - The manufacturer's label must be kept intact on the container.
 - Protective equipment must be worn when handling toxic and poisonous substances.
 - Wash hands thoroughly after working with these substances.

(5)
[50]

QUESTION 7

- 7.1
- To promote general health in the food service area.
 - To promote safety in the food service area.
 - To prevent cross contamination.
 - To prolong the lifespan of specific equipment. (4)
- 7.2
- Use a suitable cleaning agent to prevent any damage to the surface.
 - Dry the surface thoroughly after cleaning to prevent germs from multiplying.
 - Clean as you go.
 - Use separate colour-coded chopping boards for different types of food.
 - Wash hands thoroughly after handling high-risk foods.
 - Be aware of all safety hazards
 - Return all equipment to its original position after use.
 - Always follow the manufacturer's instructions and carry out tasks according to the organisational procedure. (Any 6 × 1) (6)
- 7.3
- 7.3.1
- Wipe with damp cloth or wash with neutral detergent.
 - Rinse dry after cleaning. (2)
- 7.3.2
- Clear sinks of all debris, dishes and utensils.
 - Spray all surfaces, including taps, with cleaning solutions.
 - Run taps, rinse all surfaces and wipe fry drainers and edges with paper towel. (3)
- 7.3.3
- Sweep floors with a stiff brush.
 - Wet mop using two-solution method.
 - Scrub, rinse and dry. (3)
- 7.4
- Microorganisms are very small organisms that cannot be seen by the naked eye.
 - They can be found in all living things, plants and animals.
 - They multiply either asexually or sexually.
 - Microorganisms live in the air, on land and in fresh or salt water environments.
 - Some can be harmful and cause diseases while others are essential for living things to survive. (Any 4 × 1) (4)
- 7.5
- 7.5.1
- Yeasts are unicellular or single celled plants.
 - The structure of the cell is either round or oval.
 - The cell consists of an outer wall, cell membrane, cytoplasm and fluid filled nucleus. (Any 2 × 1) (2)

- 7.5.2
- Rapid reproduction takes place via a process called 'budding'.
 - The nucleus of the mother cell split in two.
 - A bulge appears on the one side of the mother cell which increases in size.
 - The one nucleus moves into the 'bud' and constricts, cutting off the daughter cell. (Any 2 × 1) (2)
- 7.5.3
- It is used in the
 - making of wine and beer
 - baking of bread
 - fermentation process (ferment sugars to form alcohol) (3)
- 7.5.4
- Moulds are tiny filamentous plants with a greenish black colour.
 - The threads or filaments are each called a hypha and covers the medium on which the mould is growing.
 - A group of huphae is called a mycellium. (Any 2 × 1) (2)
- 7.5.5
- Reproductive cells produce small seed cells called spores.
 - Mould cells form a fruiting body, which produces the spores.
 - These spores detach and are carried by air currents and deposited to start new mould colonies wherever conditions are favourable. (Any 2 × 1) (2)
- 7.5.6
- Moulds improve soil fertility.
 - It can be used in the manufacture of cheese, yogurt and antibiotics e.g. penicillin. (2)
- 7.6
- 7.6.1
- Ionising radiation is also called cold sterilisation.
 - It uses short wavelengths e.g. x-rays, beta rays and gamma rays.
 - They act by damaging the chromosomes present in the nucleus which are essential for cell division.
 - Ionising radiation is mainly used for the treatment of packaged food.
 - This process can reduce microbial contamination of food, thus extending the shelf life of the food. (Any 5 × 1) (5)
- 7.6.2
- Microwaves are high frequency radiation waves.
 - The waves are absorbed by certain solids and liquids and not by the organic material present.
 - Liquids absorb microwaves by the heat which is generated.
 - The heat cooks the organic material and destroys the microorganisms present. (4)

- 7.7 Please take note: Each step in the chain = $\frac{1}{2}$ mark
- Food poisoning organisms enter the food service facility.
 - Bacteria are transferred to food.
 - The bacterium is supported by a medium.
 - Incorrect temperatures and storage procedures will allow organisms to grow and multiply.
 - Food is consumed.
 - A few hours later food poisoning may result. (6 × $\frac{1}{2}$) (3)
- 7.8
- Make use of proper food handling procedures.
 - Correct hygiene procedures.
 - Correct storage procedures
 - Correct temperatures during storage of food.
 - The structure of the cell is either round or oval. (Any 5 × 1) (3)
- [50]**
- TOTAL SECTION A: 150**
GRAND TOTAL: 200