higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

(8060104)

21 November 2016 (X-Paper)
09:00–12:00

This question paper consists of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
SANITATION AND HOUSEKEEPING N4
TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Write neatly and legibly.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Food handlers should wash their hands for at least …

A 10 – 20 seconds.
B 15 – 30 seconds.
C 30 – 40 seconds.
D 10 – 20 minutes.

1.2 Ceilings should be cleaned …

A every week with hot water and disinfectant.
B twice a month with cold water and sanitizer.
C once every 3 months with disinfectant.
D once a month with hot water and detergent.

1.3 Yeast and moulds are also known as …

A bacteria
B viruses
C fungi
D protozoa

1.4 The following should be stored in their delivery trays at room temperature:

A Apples
B Oranges
C Sweet potatoes
D Strawberries

1.5 … are organisms that can be found in cold places and will grow and multiply at 10 °C–15 °C.

A Thermophiles
B Parasites
C Saprophytes
D Psychrophiles

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1.6 Walls should be cleaned …

A every week with hot water and disinfectant before air-dried.
B twice a month with hot soapy water and rinsed before air-dried.
C once every 3 months with disinfectant and rinsed with cold water.
D once a month with hot water and detergent.

1.7 Frozen fish can be stored in a …

A fish-box containing ice for 3 months.
B refrigerator for 1 month.
C cold room for 2 weeks.
D deep freeze cabinet or compartment for up to 12 months.

1.8 The following food(s) can be classified as High Risk foods:

A Breakfast cereals
B Honey
C Apricot jam
D Rice

1.9 Pathogens which do not require oxygen to grow or survive are called …

A facultative anaerobes.
B anaerobes.
C aerobes.
D thermophiles.

1.10 When cleaning or sanitizing a food preparation area, the correct order of events is:

A rinse, clean, rinse and sanitize.
B sanitize, rinse, clean and rinse.
C clean, sanitize and rinse.
D rinse, clean and sanitize.

(10 × 1) **[10]**

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QUESTION 2

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 Food may be reheated more than once as long as it reaches a temperature of 75 °C throughout.

2.2 The most effective method to kill biocides is moist heat sterilization.

2.3 You should avoid exposing milk to sunlight because it affects the Vitamin B12 content of milk.

2.4 Pests such as mice and rats should be controlled to avoid the spreading of germs in food preparation areas.

2.5 Always make use of full strength disinfectants to ensure a clean and sterile environment.

2.6 Clostridium botulinum is a bacterium that can be found in contaminated soil and canned foods which cannot be killed by normal cooking alone.

2.7 It is the legal obligation of an employee to do routine maintenance to the building he/she works at.

2.8 Eggs should not be washed before storage.

2.9 Always wear protective gear such as masks and gloves when working with harsh chemicals.

2.10 The green and yellow striped wire in a plug indicates a neutral wire.

(10 × 1) **[10]**

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QUESTION 3

3.1 Choose the correct cleaning method from COLUMN B that matches the item in COLUMN A. Write only the letter (A–J) next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Mandolins and saws	A	Do not wash in water that contains soda to prevent damage to the protective layer.
3.1.2	Nylon piping bags	B	Scrub with a soft bristle brush and mild detergent and dry.
3.1.3	Graters	C	Clean holes by using force of water, bristle brush and moving item up and down.
3.1.4	Portable metal items	D	Clean with scrub and hot water. Allow to air-dry thoroughly.
3.1.5	Whisks	E	Empty, scrub carefully and boil for 10–15 minutes. Rinse and air-dry.
3.1.6	Copper	F	Clean thoroughly where the wires cross. Also ensure that the handle stays clean.
3.1.7	Aluminium	G	Clean with hot detergent water, dry and grease slightly.
3.1.8	China	H	Wash by immersion or soaking in hot detergent water or using a hard bristle brush.
3.1.9	Wood	I	Clean with a paste made with sand, flour and vinegar. Wash well. Rinse and dry.
3.1.10	Marble	J	Avoid extreme heat and do not clean with abrasives. Use only mild detergent and rinse thoroughly.

(10 × 1) **[10]**

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3.2 Complete the following table on the microbiological tests for clean surfaces. Write only the answer(s) next to the question number (3.2.1–3.2.7) in the ANSWER BOOK.

MICRO-BIOLOGICAL TEST	ITEMS REQUIRED	METHOD	RESULT INDICATED
3.2.1 (1)	A sterile moistened bud & tube	3.2.2 (2)	Presence of organisms and poor cleaning procedures
Rinse technique	3.2.3 (1)	3.2.4 (2)	3.2.5 (1)
Contact plate method	Raised agar contact plates	3.2.6 (2)	3.2.7 (1)

(10)
[20]

QUESTION 4

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 A chemical substance or agent used in the food service industry to remove grease, dirt and debris.

4.2 The act that provides benefit to in situations where an employee is injured or killed during the course of employment.

4.3 Micro-organisms that are used in the production of antibiotics.

4.4 The act that prohibits the selling of contaminated foods or foods with misleading labeling or advertisements.

4.5 A chemical agent used to destroy disease causing bacteria, microorganisms or pathogens but will not destroy spores and some viruses.

4.6 An agent which destroys all microbial life, including bacterial spores and other living bodies.

4.7 During this stage of bacterial growth, the cells adapted to the environment and multiply at regular intervals until the maximum number of cells is reached.

4.8 An apparatus with an ultra violet light which attracts and kills flies by means of an electric shock.

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4.9 The process whereby objects are sterilized by means of high-pressure steam at 121 °C for 15 minutes.

4.10 A written document that shows the necessary procedures and actions during workplace emergencies.

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 5

Lerato is the General Manager at 'Springfield Hotel' in Durban. One of her duties is to upgrade the food production unit and surrounding areas in the hotel. Assist Lerato by answering the following questions.

5.1 Describe FIVE requirements for good flooring in a food production unit. (5)

5.2 How should the restroom facilities of employees look to ensure a hygienic and safe environment? (6)

5.3 Lerato must compile a checklist to ensure optimum hygienic conditions for all the storage areas. Identify the requirements for each of the following storage areas:

5.3.1 Dry store (5)

5.3.2 Refrigerators and cold rooms (3)

5.4 Provide Lerato with THREE guidelines on the correct storage conditions for poultry at the 'Springfield Hotel'. (3)

Lerato also needs to interview a few candidates for the position of housekeeping manager.

5.5 Identify SEVEN qualities of a good housekeeping manager that Lerato needs to consider when choosing the correct candidate for the position. (7)

5.6 Describe EIGHT duties and responsibilities of a housekeeping manager. (8)

5.7 Discuss the daily cleaning procedures for the following areas:

5.7.1 Bedrooms (5)
5.7.2 Bathrooms and toilets (4)
5.7.3 Lounges and reception areas (4)

[50]

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QUESTION 6

One of Lerato's staff members, John, informed her that he may have active Tuberculosis (TB).

6.1 Explain what active Tuberculosis is. (3)

6.2 List SIX symptoms of active Tuberculosis. (6)

6.3 What should the employer do if tests confirm that John does have active Tuberculosis? (5)

6.4 John also smokes four cigarettes per day. Do you agree/disagree that this will affect his recovery in a negative way? (1)

6.5 Write down THREE reasons to motivate your answer in QUESTION 6.4. (3)

6.6 Briefly describe the negative effects of the following on the body:

6.6.1 Tannin (2)

6.6.2 Caffeine (2)

6.6.3 Alcohol (4)

6.6.4 Dagga (4)

6.7 One of the main causes of injuries at 'Springfield Hotel' is the incorrect lifting of heavy items by the staff members.

6.7.1 Advise the staff members on the correct lifting procedures to prevent accidents. (6)

6.7.2 Motivate why such accidents should be reported to the supervisor. (3)

6.8 Explain the safety rules to the staff members for the following items:

6.8.1 Gas appliances (6)

6.8.2 Toxic and poisonous substances (5)
[50]

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QUESTION 7

7.1 *'Cleanliness and good hospitality practices are inseparable'.* Motivate this statement by stating FOUR objectives of cleaning. (4)

7.2 Discuss SIX general principles for cleaning. (6)

7.3 Describe the daily cleaning procedure for each of the following in the washing-up area of the kitchen.

7.3.1 Work surfaces and trolleys (2)

7.3.2 Sinks (3)

7.3.3 Floors (3)

7.4 Name FOUR general characteristics of micro-organisms. (4)

7.5 Compare yeasts and moulds by completing the following table:

	STRUCTURE	**REPRODUCTION**	**BENEFITS**
Yeast	7.5.1 (2)	7.5.2 (2)	7.5.3 (3)
Moulds	7.5.4 (2)	7.5.5 (2)	7.5.6 (2)

(13)

7.6 Explain how the following methods can be used to destroy micro-organisms.

7.6.1 Ionising irradiation (5)

7.6.2 Microwave (4)

7.7 Describe the food poisoning chain. (3)

7.8 List THREE ways that can be used to break the food poisoning chain. (3)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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