higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

19 NOVEMBER 2018

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

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

(10 × 2) **[20]**

QUESTION 2

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

(10 × 2) **[20]**

QUESTION 3

Bed sheets
Bath towels
Pillow cases
Mattress protector
Soaps
Shampoos
Shower gels
Cleaning agents
Cleaning cloths
Mop

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 4

4.1

Cleaning schedule for Sicas Guest House√										
Area	**Method**	**Frequency**	**Person responsible**	**M √**	**T √**	**W √**	**T √**	**F √**	**S √**	**S √**
4.1.1 Stairs√	Vacuum/ sweep and mop√	4.1.8 Daily√	4.1.7 Nosipho√							
4.1.2 Kitchen√	Sanitise√	4.1.8 Clean as you go√	4.1.7 Jeffrey√							
4.1.3 Dining room√	Polish and vacuum√	4.1.8 Daily√	4.1.7 Allison√							
4.1.4 Bedrooms√	Vacuum/ dust/ disinfect√	4.1.8 Daily√	4.1.7 Nobuhle√							
4..1.5 Bathrooms and toilets√	Sanitise/ mop√	4.1.8 Daily√	4.1.7 Alfred√							
4.1.6 Lounges and reception areas√	Vacuum/ dust/ polish√	4.1.8 Daily√	4.1.7 Sandra√							

(16)

4.2 He/she must be able to achieve the maximum efficiency possible in the care for and comfort of the guests.
Establish a welcoming atmosphere and a courteous, reliable service from staff.
Ensure a high standard of cleanliness and maintenance in all areas.
Control and supervise all staff of the department.
Ensure hotel complies with safety and security regulations.
Keep the general manager informed of all matters requiring his/her attention.
Ensure a good working relationship with other departments. (Any 6 × 1) (6)

4.3 The science✓ of health.✓ (2)

4.4 4.4.1 Leftover canned food must be emptied into an airtight container and stored in the fridge. It must be treated as a perishable item once opened. Store canned foods in a cool area. Do not use blown, dented or rusted cans.

4.4.2 Vegetables and fruit can be kept in the containers they are purchased in and depending on the vegetable or fruit type, it is either stored in the fridge or on well-ventilated racks in the dry store.

4.4.3 Meat must be portioned, wrapped in cling wrap or resealable bags and date stamped.

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4.4.4 Fish must be portioned and wrapped in cling wrap and frozen as soon as possible.

4.4.5 Poultry should be portioned, wrapped in cling wrap or resealable bags and date stamped.

4.4.6 Eggs must be kept in their original packaging and stored in the fridge at 1-5 ºC. Do not store strong-smelling foods near eggs as they absorb the odours, and never wash eggs.

4.4.7 Cool leftover foods quickly, store in airtight containers and refrigerate or freeze. Ideally it should be reheated to 100 ºC to ensure all micro-organisms are killed.

(Any 7 × 2) (14)

4.5 Chef's hat✓ – to protect the food so hair does not fall into it. It is also so designed that air can circulate at the top of the head to keep it cool.✓
Apron✓ – Long apron to protect the legs against spills and hot liquids.✓
Double-breasted chef's jacket✓ – to protect the chest against spills and scalds.✓
Long chef's trousers✓ – to protect the legs against any hot liquids that might spill.✓
Neck scarf✓ – to absorb perspiration and it looks professional.✓

(Any 4 × 2) (8)

4.6 Tuberculosis is an infectious disease✓ caused by germs✓ called tubercle bacilli.✓ (3)

4.7 Polio/measles/smallpox/chicken pox/influenza/common cold (Any 1) (1)

[50]

Question 5

5.1 Dish a spoonful of the food onto a clean plate.
Taste the food with a clean teaspoon.
Do not stir the food with the same spoon you used for tasting.
Remove all spoons and plates used for tasting and wash them. (4 x 1) (4)

5.2 To prevent spreading of diseases.
To prevent damage.
To prevent financial losses.
To prevent food wastage.
To comply with the law. (5 x 1) (5)

5.3 Danger zone (1)

5.4 Employer
To ensure the health and safety of employees.
To provide safe working areas and safe machines and tools.
To provide adequate training opportunities for staff.
To compile the company's safety policy document.
Provide fire extinguishers.
(Any 3)

Employees
To take care of their own health and safety.
To take care of other people's health and safety.
Not to misuse any premises or equipment to the detriment of health and safety.
(2 x 3) (6)

5.5 Switch off the mains or stove at the main current of the wall.
Remove pan from heat.
Cover pan with a lid.
Do not use any water to put out a fire caused by fat. (4)

5.6 Ignorance of safety risks
Incorrect handling of equipment
Carelessness and recklessness
Excessive haste
Distractions (Any 4 × 1) (4)

5.7 5.7.1 That you will die. (2)

5.7.2 Through blood or semen or vaginal fluid of an infected person passing it into a body of another person.
Sexual intercourse – man to man, woman to woman, woman to man
Sharing non-sterilised needles for self-injection of drugs.
Infected mother to her unborn or new-born baby
People who suffer from STI's run the risk of getting Aids. (5 x 1) (5)

5.7.3 Well with no symptoms
Mild disease
Severe illness
Final death (4 x 1) (4)

5.7.4 To seek some counselling from a pastor or professional.
To encourage them that people can live a long and happy life if they take care of themselves. (2 x 1) (2)

5.8 5.8.1 Bacteria are unicellular organisms, known as germs.✓ Their cells contain no chlorophyll✓ and therefore they cannot manufacture their own foods.✓ (3)

5.8.2 Harmless
Beneficial
Undesirable
Disease causing (Any 2 x 1) (2)

5.8.3 Bacteria consist of a flagellum,✓ capsule✓ and endospores.✓ (3)

5.8.4 It assists with fermentation,✓ soil fertility✓ and acts as disease producing agent✓ in the making of antibiotics. (Any 2) (2)

5.8.5 Bacteria reproduce through a process known as binary fission.✓ A process where one cell divides into two parts✓ (cell division) takes place every 20 minutes.✓ (3)
[50]

QUESTION 6

6.1 Time✓ – takes 10-20 minutes to multiply.✓
Temperature✓ – optimum temperature for growth is 37 ^{0}C.✓
Water✓ – essential for chemical reactions to take place.✓
Food✓ – micro-organisms grow mainly on foods rich in protein and moisture.✓
PH✓ – micro-organisms prefer a PH of 7.✓
Oxygen✓ – all organisms respire and need oxygen to do so.✓ (Any 5 × 2) (10)

6.2 Through heat
Chemicals
Ionising irradiation
Microwaves (Any 3 x 1) (3)

6.3 By ingestion✓ of food contaminated with large numbers of pathogenic organisms✓ or by ingestion of toxins produced by micro-organisms within the food.✓ (3)

6.4 Salmonella
Staphylococcus aureus.
Streptococci
Clostridium botulinum (4 × 1) (4)

6.5 Sight✓ – under good light, no signs of soil or wetness✓✓
Touch✓ – no sign of greasy/rough feel on fingers✓✓
Smell✓ – no objectionable odour present✓✓ (3 x 3) (9)

6.6 A swab has a piece of cotton wool twisted round one end of a small stick.
It must be sterile before use.
Before sampling it is moistened in a sterile fluid and excess fluid is removed.
The swab is moved across a test area to pick up organisms adhering to the surface.
The swab is placed in a sterile fluid and agitated to remove organisms adhering to the swab.
Samples of fluid are melted into a nutrient agar.
It is then incubated.
The medium is examined for colonies.
These are counted.
This indicates failure to keep numbers of organisms to acceptable levels.

(10 x 1) (10)

6.7 Remove all surface oil and obstructions before cleaning.
Follow least obstructive and disturbing method of cleaning.
Restore all surfaces to as near perfect condition as soon as possible.
Use simplest method of cleaning and mildest cleaning agent.
Be aware of safety hazards, e.g. wet floors.
Remove all dust and dirt.
Carry out each cleaning process in quickest possible time.
Cleaning process must aim to achieve clean, hygienic surfaces.

(Any 5 × 1) (5)

6.8 6.8.1 Sterilant – agent used in sterilisation✓ which destroys all microbial life,✓ including bacterial spores.✓

6.8.2 Detergent – substance or mixture of substances,✓ when added to water✓ helps to remove dirt and grease.✓

(2 × 3) (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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