higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1450**(E)**(N19)H

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

(8060104)

19 November 2018 (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: 200

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 What is the housekeeping department in the hospitality industry?

A The team of employees in charge of food and beverage in an organisation
B The team of employees in charge of guest relations in an organisation
C The team of employees in charge of cleaning tasks in an organisation
D The team of employees in charge of management in an organisation

1.2 How does the hospitality industry ensure that they are meeting expectations in housekeeping?

A Trust in their employees to provide cleanliness.
B Spot-checking rooms at random every two weeks.
C Through guest surveys rating cleanliness
D Employee feedback rating cleanliness

1.3 Which of the following is NOT one of the basic functions of housekeeping in the hospitality industry?

A Making the bed
B Cleaning the bathroom
C Taking out the trash
D Answering the phones

1.4 In which body fluid is the HIV virus not present?

A Semen
B Breast milk
C Sweat
D Blood

1.5 If someone is diagnosed with HIV, chances are they will develop Aids within…

A 1 - 2 years.
B 4 - 6 years.
C 15 - 20 years.
D no specified time; it depends on age, state of health and lifestyle.

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1.6 The BCG vaccination can prevent:

A Cholera
B HIV
C Tuberculosis
D Hepatitis

1.7 Diseases can be prevented by help of …

A drugs.
B medicines.
C vaccines.
D hormone therapy.

1.8 Which item in the kitchen contains the most bacteria?

A Dishcloth
B Kitchen sponge
C Dishwasher
D Sink

1.9 Which of the following are considered a high touch area within rest rooms/toilets?

A Toilet handle
B Rest room mirror
C Rest room floor
D Underneath the toilet tank

1.10 What is the role of the workplace's health and safety representative?

A To represent the workers' views and concerns on the workplace's occupational health and safety (OHS) practices to the employer
B To document the workplace's OHS policies and practices
C To check on whether all workers are complying with the workplace's OHS policies and practices
D To train and assess all workers in their knowledge of the workplace's OHS policies and practices

(10 × 2) **[20]**

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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 If you have to evacuate the workplace during an emergency, ensure that you take all your personal belongings before leaving the building.

2.2 Tobacco contains a drug called nicotine.

2.3 Alcohol is a mood-altering stimulant.

2.4 It is quite acceptable to put your intoxicated, passed-out friend/colleague to bed and go back to join the party.

2.5 Some bacteria have a tail they use to move called a flagellum.

2.6 Binary fission is where you start with one bacterium and it splits into two bacteria cells.

2.7 To eliminate the building up of hard water scale, you should clean the surface with an acid cleaner.

2.8 If a colleague burns him- or herself it is best to apply butter or Vaseline to the affected area as it draws out most of the burn from the wound.

2.9 You can freeze food you haven't had time to eat right up to its use-by date.

2.10 Wrapping lettuce, carrots or other vegetables in kitchen paper before putting it in a bag in the salad compartment of your fridge keeps them fresh for quite a long time.

(10 × 2) **[20]**

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QUESTION 3

The picture below shows a housekeeping trolley within a hotel environment. It must always be kept fully stocked and be neat as it is in constant view of the public. List TEN items that you as one of the housekeeping staff would stock the trolley with, before going on your morning or evening rounds.

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 4

4.1 Draw up a cleaning schedule for a bed-and-breakfast enterprise and include the following areas and details for cleaning:

4.1.1	Stairs		(½)
4.1.2	Kitchen		(½)
4.1.3	Dining room		(½)
4.1.4	Bedrooms		(½)
4.1.5	Bathrooms and toilets		(½)
4.1.6	Lounges and reception areas		(½)
4.1.7	Give names for the people responsible for each section.	(6 × ½)	(3)
4.1.8	Indicate frequency (how often cleaned).	(6 × ½)	(3)
4.1.9	Write down the days of the week.	(7 × ½)	(3½)
4.1.10	Indicate the method of cleaning for each area.	(6 × ½)	(3)
4.1.11	Give a suitable heading for the schedule.		(½)

4.2 Name SIX qualities that a good housekeeper must have to be successful within a hotel environment. (6)

4.3 Define the term *hygiene*. (2)

4.4 When chefs receive the following goods it is important to follow strict control measures. Discuss each one and give the handling and storage measures for each.

4.4.1	Canned food products		
4.4.2	Fruit and vegetables		
4.4.3	Meat		
4.4.4	Fish		
4.4.5	Poultry		
4.4.6	Eggs		
4.4.7	Leftover foods		
		(7 × 2)	(14)

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4.5 Study the pictures below. It shows all the necessary uniform items that a chef must wear on a daily basis.

Name FOUR items and indicate how the specific design of the item protects both the chef and food serving while the relevant duties are carried out.

(4 × 2) (8)

4.6 Define the term *tuberculosis*. (3)

4.7 Name one disease which is caused by viruses. (1)
[50]

QUESTION 5

5.1 As a chef you have to constantly taste the food to see that it has good flavour and consistency.

Explain in FOUR steps how to taste food in the correct way. (4)

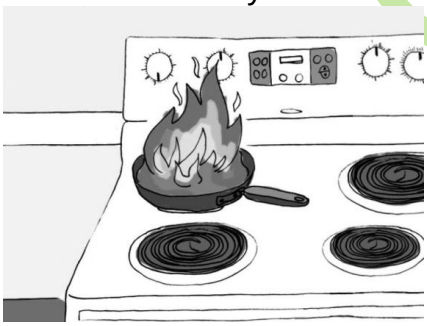
5.2 Strict pest control measures must be followed in the industry.

Give FIVE reasons why we have to control pests, especially where food is served. (5)

5.3 Name the temperature zone where most bacteria grow and thrive. (1)

5.4 Indicate the legal obligations of both the employer and employees in terms of the Occupational Health and Safety Act of 1993. (2 × 3) (6)

5.5 Study the picture below and discuss how you would react in such situation.



(4)

5.6 Give FOUR reasons why accidents take place in the workplace. (4)

5.7 Read the following article and answer the questions.

FACING A NEW CHALLENGE

Abby Landy was deeply suspicious something was wrong when, at 23, she developed cold sores for the first time in her life. The busy law student went to see her general practitioner (GP) whom she told that lately she was so tired that she could barely get out of bed.

It was a week after she'd broken up with her boyfriend. Abby was worried that she might have contracted HIV/Aids but the GP tried to allay her fear though at Abby's insistence, gave her a sexual health screening to be on the safe side – which she now knows does not include testing for HIV. The results were good, but Abby wasn't getting any better, she could barely stand up and a mysterious rash was spreading over her body. She went to a nearby hospital emergency department and was given a prescription for antihistamine and told to go home. But her mind still wasn't at ease. 'I've never had a cold sore ever and I was just getting sicker and sicker,' she said.

She called her ex-boyfriend, but far from reassuring her, caused panic when he said: 'Don't worry babe, at least you'll remember me forever!' She looked up the symptoms on Google, and everything was pointing in the direction of HIV so she went back to her GP and insisted to have a test. 'She told me I was an Aussie girl, heterosexual, very low risk, not to worry. But when the clinic called and asked me to come back in urgently, in my heart I knew something was wrong. My GP was almost in tears when she told me I had HIV. My first thought was that I did not want to live with this,' she said. Abby put her studies on hold and moved back in with her family to focus on getting well, She researched the virus and joined a support group for women with the same problem, who offered companionship, education and understanding, and with advanced treatment she has recovered well.

'I think going to the support group was one of the best things I did because the women I met were all amazing and I came away feeling as if I wasn't a victim and I realised I had nothing to moan about and most importantly that I wasn't alone, other women were dealing with this too,' she said. Abby has made an impressive recovery. She is now in Sydney working full time as a legal assistant, and is finishing her law degree part time. In between work, study, meeting friends for drinks or going for a jog, she squeezes in time to speak publicly about her experience of being HIV positive.

'HIV is a human condition, it can affect anyone and it doesn't discriminate. We all have to be agents for our own sexual health and it has to be on our radar that anyone can get HIV, even young Aussie heterosexuals. By talking about it we educate ourselves and others and it's harder to hate life.'

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5.7.1 In your opinion, what is the most fearful and scariest thing about contracting HIV/Aids? (2)

5.7.2 Name FIVE ways in which a person can contract HIV/Aids. (5)

5.7.3 Describe the FOUR stages of HIV/Aids. (4)

5.7.4 What advice would you give a colleague or friend who has just found out that they are HIV positive? (2)

5.8 Discuss bacteria under the following headings:

5.8.1 Appearance of bacteria (3)

5.8.2 Kinds of bacteria (2)

5.8.3 Structure of bacteria (3)

5.8.4 Economic importance of bacteria (2)

5.8.5 Reproduction of bacteria (3)
[50]

QUESTION 6

6.1 Name and discuss FIVE factors influencing the growth of micro-organisms. (5 × 2) (10)

6.2 List THREE ways in which micro-organisms can be destroyed. (3)

6.3 What causes microbial food poisoning? (3)

6.4 Name FOUR micro-organisms that cause food poisoning. (4)

6.5 Name and explain THREE on-the-spot checks that must be done to see whether a surface is clean. (3 × 3) (9)

6.6 Microbiological tests are also used to check if a surface is clean or not. Discuss swabbing as one of the methods in detail. (10)

6.7 Give FIVE general principles of cleaning. (5)

6.8 Define the following terms:

6.8.1 Sterilant

6.8.2 Detergent

(2 × 3) (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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