



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

20 NOVEMBER 2019

This marking guideline consists of 8 pages.

SECTION A**QUESTION 1**

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

(10 × 2) [20]

QUESTION 2

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

(10 × 2) [20]

QUESTION 3

- 3.1 Wet floors, use caution
- 3.2 High voltage electricity
- 3.3 First aid box
- 3.4 Fire blanket
- 3.5 Wash your hands
- 3.6 No smoking
- 3.7 Fire exit
- 3.8 Disabled people only
- 3.9 Fire extinguisher
- 3.10 Use PPE

(10 × 1) [10]

TOTAL SECTION A: 50

QUESTION 4

- | | | | |
|-----|-------|--|------|
| 4.1 | 4.1.1 | Swab and sterile fluid. | (2) |
| | 4.1.2 | <ul style="list-style-type: none"> • Swab is rubbed over a test area. • Swab is placed in sterile fluid and agitated to remove organisms. • Samples of fluid are inoculated into cooled nutrient agar. • It's incubated to examine colonies. | (4) |
| | 4.1.3 | Sterile rinsing solution | (2) |
| | 4.1.4 | <ul style="list-style-type: none"> • Fill an object with rinsing solution such as bottles, surface or pipeline. • Rinsing fluid is analysed for viable count of organisms. | (2) |
| | 4.1.5 | Contact plates✓ with solidified agar medium. ✓ | (2) |
| | 4.1.6 | <ul style="list-style-type: none"> • Contact plates has surface of solidified agar medium. • When impressed onto a surface, organisms adhere to it. • If incubated, organisms develop into colonies. | (3) |
| 4.2 | 4.2.1 | Simple boiling: Used to sanitise small items✓ such as piping bags, knives, etc.✓ | |
| | 4.2.2 | Hot water is used in food factories at 60–65 °C✓ containing suitable chemicals in conjunction with high pressure jets. To clean tiles, floors, walls and plates.✓ | |
| | 4.2.3 | Steam is used to sanitise the plant.✓ It has good penetrating power, reaches into corners.✓ | |
| | 4.2.4 | Steam under pressure: Steam is used at 121 °C for 15 minutes.✓ Very few heat resistant microorganisms can survive.✓ | |
| | 4.2.5 | Cold water: After cleaning, detergents and sanitisers are flushed away with cold water.✓ Good quality water is required.✓ | |
| | | (5 × 2) | (10) |
| 4.3 | | Agent used in sterilisation✓ which destroys all microbial life,✓ including spores.✓ | (3) |

- 4.4
- Store milk in containers which they are delivered in.
 - Refrigerate milk.
 - Milk containers must be covered, it absorbs flavours from fridge.
 - Tinned milk must be stored in dry, cool place.
 - Milk powder – airtight container.
 - Imitation cream in fridge.
 - Do not mix old and fresh milk together.
 - UHT milk will keep for several months, unopened. (Any 6 × 1) (6)
- 4.5
- 4.5.1
- Brush teeth in morning and at night.
 - Use a mouth wash.
 - Visit dentist every six months.
 - Floss daily. (4)
- 4.5.2
- Wash hair regularly.
 Hair brushes should not be borrowed.
 All hair must be tied back if extending collar.
 Brush hair only in a bathroom facility.
 Wear an appropriate headdress if working with food.
 All facial hair must also be trimmed (for men).
 Brush hair to allow growth and stimulation.
 Hair must be clean and free from dandruff. (Any relevant answer) (8)
- 4.6
- Give workers regular medical check-ups.
 - Health checks must be done after vacations or holidays, especially to foreign countries.
 - Never employ workers without medically clearing them first.
 - Never let a person who has been ill work without clearance from a doctor.
 - Give workers hygiene training.
 - Put up posters about hygiene practices. (Any 4 × 1) (4)
- [50]**

QUESTION 5

- 5.1
- 5.1.1
- 2,5–4,7 mm
 - Dark brown
 - Extended snout
 - Back wings are gnarled
 - Cannot fly (Any 3 × 1) (3)
- 5.1.2
- Wheat
 - Barley
 - Maize
 - Rye
 - Rice (Any 4 × 1) (4)

- 5.2
- Off the floor, keep area and surrounding areas clean
 - Do not leave food lying around
 - Cover all food
 - Refuse bins – tight-fitting lids
 - Wet refuse such as fruit and vegetable peels must be wrapped in newspaper and then thrown away.
 - Avoid stacking newspapers and magazines – breeding area for cockroaches, rats, mice
 - Regularly clean the kitchen/unit
 - Use an insecticide to kill a particular pest
 - Store food away from walls
- (Any 5 × 1) (5)
- 5.3
- Keep poisons away from children and animals.
 - Do not breathe in the fumes from poisons.
 - Do not spray insecticides near food or dishes.
 - Do not spray insecticides near an open fire.
- (4)
- 5.4
- Incorrect handling of equipment
 - Ignorance of safety risks
 - Carelessness and recklessness
 - Excessive haste
 - Distractions
- (Any 2 × 1) (2)
- 5.5
- Yes, ✓ if not taken regularly, ✓ the TB germs become stronger than before and even more dangerous. ✓
- (3)
- 5.6
- There are damaging substances in a cigarette.
 - Smokers' lungs are black from all the tar.
 - Nicotine is a substance in cigarettes which smokers get addicted to.
 - Smokers can develop sicknesses such as emphysema, mouth and throat cancer.
 - Clothes and breath of smokers smell like smoke.
 - Smoking affects your tasting sense.
 - Smoking can cause heart disease.
 - Females may develop wrinkles much sooner.
 - Longevity is reduced.
 - Smokers cough more than other people in order to remove slime from their chests.
- (Any 10 × 1) (10)
- 5.7
- 5.7.1 *Cannabis sativa* plant (2)
- 5.7.2 Dagga/Cannabis. (1)

- 5.7.3
- Rapid heartbeat, blood-shot eyes
 - Distorted sense of time and space
 - Confused thoughts
 - Loss of memory of recent events
 - Dangerously decreased ability to drive a car or operate machinery
 - Reactions can vary from anxiety to panic
- (Any 5 × 1) (5)
- 5.8
- Baby could be mentally retarded
 - Have inhibited growth
 - Have physical defects
- (3)
- 5.9 A process where one cell✓ divides into two parts,✓ (cell division) takes place every 20 minutes.✓ (3)
- 5.10
- Time
 - Temperature
 - Water
 - Food
 - pH
 - Oxygen
 - Darkness
 - Competition
- (Any 5 × 1) (5)
- [50]**

QUESTION 6

- 6.1 6.1.1 Saliva is passed on to food✓ and saliva contains staphylococci,✓ which is a harmful bacteria.✓
- 6.1.2 Are used to dry various dishes.✓ They are not washed often✓ and used to wipe various areas.✓
- 6.1.3 Knives are used to cut various food products✓ containing their own bacteria.✓ When used for cutting and not rinsing these knives properly, the bacteria is spread✓ and cause cross contamination.
- (3 × 3) (9)
- 6.2
- Present in abundance in plants, which are used for food
 - Present on utensils and work surfaces
 - Carried through the air from one object to another
 - Food is a source of nutrients which provides nourishment for growth of organisms.
- (Any 3 × 1) (3)

- 6.3
- Co-operation with other departments
 - Engagement, dismissal and welfare of staff
 - Supervision, control and training of staff
 - Compilation of duty roster, holiday lists and wage sheets
 - Check cleanliness of offices, lounges, guest and staff rooms
 - Check room occupancy lists
 - Report maintenance
 - Control of linen room
 - Deal with lost property
 - Responsible for key cards and keys for their department
 - Prevention of fire and other accidents in their department
 - Provision of first aid
 - Ordering and control of stores
 - Be willing to advise on interior design of rooms
 - Keep inventories and records of equipment
 - Responsible for floral decorations
- (Any 8 × 1) (8)
- 6.4
- Ventilate room
 - Strip bed and remove dirty linen
 - Place dirty linen in laundry bag on housekeeping trolley
 - Empty ashtrays and waste bins
 - Remove crockery and all litter
 - Clean wash basins and bathrooms
 - Remake bed
 - Dust or/and wipe all fixtures and fittings
 - Spot-clean walls
 - Dust or damp-wipe furniture
 - Clean floors
 - Replace towels and toilet paper
 - Replace stationery
 - Adjust windows
 - Check any defects and report it
- (15)
- 6.5
- Be efficient
 - Establish a welcoming atmosphere
 - Ensure high standards of cleanliness
 - Control and supervise staff
 - Establish good working relationships with other departments
 - Ensure the hotel's safety and security regulations
 - Keep general manager informed of all matters
- (Any 5 × 1) (5)

6.6	6.6.1	• Drain fat and strain debris. • Wash with neutral detergents. If badly soiled, fill with neutral detergent and hypochlorite and boil. • Rinse all surfaces with clean water. • Ensure fryer is dry before adding fresh oil.	(4)
	6.6.2	• Remove all litter. • Dust or damp-wipe banister rails and stair rods. • Clean string and spindles. • Spot-clean walls. • Sweep/Vacuum floors and mop. • Vacuum carpets.	(6) [50]
TOTAL SECTION B:			150
GRAND TOTAL:			200