



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

29 September 2020

This marking guideline consists of 7 pages.

SECTION A**QUESTION 1**

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

(10 × 2) [20]

QUESTION 2

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

(10 × 1) [10]

QUESTION 3

- 3.1
 - Cooperating and communicating with other departments
 - Engaging, dismissing and considering the welfare of all staff
 - Supervising, controlling and training staff
 - Compiling duty rosters, holiday lists and wage sheets
 - Checking and inspecting cleanliness of offices, lounges and guest rooms
 - Completing and checking room occupancy lists
 - Reporting and checking all maintenance lists
 - Controlling and supervising the linen and laundry room
 - Dealing with lost property
 - Ordering and controlling stock in the department

(10)
- 3.2
 - Security
 - Sexual harassment
 - Health and safety
 - Staff recruitment and retention
 - Sustainability
 - Reputation

(6)

- 3.3
- Achieving maximum efficiency in the care and comfort of guests
 - Establishing a welcoming atmosphere and courteous, reliable service from all staff
 - Ensuring a high standard of cleanliness and general upkeep in all areas
 - Controlling and supervising all staff in the department
- (4)
[20]
- TOTAL SECTION A: 50**

SECTION B

QUESTION 4

- 4.1
- 4.1.1 Chemical used to kill most bacteria without destroying spores
- 4.1.2 Organism capable of causing disease in its host
- 4.1.3 Absence of danger
- 4.1.4 Small (micro) form of life (organism)
- 4.1.5 Any form of falling, slipping, burning, scalding, electric shock, cut and blows
- (5 × 2) (10)
- 4.2
- Understand how your body reacts when you drink.
 - Always eat before drinking.
 - Sip all drinks slowly.
 - Keep track of the number of drinks.
 - If you drink one drink, let it last so your body can cope with the amount.
 - If you are doing something where you are required to be alert, do not drink at all.
 - Alcohol should never be combined with any drug or medicine.
 - If you are really thirsty first quench your thirst with water or a cool drink.
 - If you just drink to get drunk you are being irresponsible.
 - You do not have to drink just because your friends do.
- (10)
- 4.3 Ingestion of food contaminated with large numbers of pathogenic organisms✓ or ingestion of toxins✓ produced by microorganisms✓ within food before consumption.✓
- (4)
- 4.4
- Persistent cough
 - Tiredness or weakness
 - Weight loss
 - Appetite loss
 - Night sweats
 - Chest pain
 - Blood-stained sputum
 - Breathlessness
- (8)

- 4.5
- Select the correct knife for the task at hand.
 - Keep knives sharp at all times.
 - Place knives flat on the table.
 - Do not leave knives in a sink full of dishwashing liquid.
 - Do not play games with knives.
- (5)
- 4.6
- Remain calm. Act only after deciding what to do.
 - Remember that first aid is only temporarily. Ensure that the patient is comfortable and give assistance where needed.
 - Try to assess the nature of the injury.
 - Keep the air passage of the patient open.
 - Stop bleeding from a cut artery or vein.
 - Treat shock and avoid complications.
 - Summon a doctor if the injuries are serious.
- (7)
- 4.7 Science of health (2)
- 4.8
- Time
 - Food availability
 - Moisture
 - Temperature
 - Oxygen availability
 - pH
 - Competition
- (Any 4 × 1) (4)
- [50]**

QUESTION 5

- 5.1 5.1.1
- Prevents the spreading of diseases
 - Prevents damage
 - Prevents financial losses
 - Prevents food wastage
 - Complies with law
- (5)
- 5.1.2
- Clean as you go.
 - Do not leave food lying around.
 - Cover all food and place it in a container with tight-fitting lids.
 - Replace bin bags in the kitchen regularly.
 - Clean the kitchen bins regularly.
 - Clean and sanitise work surfaces and chopping boards.
 - Work in an organised manner.
 - Store food at the correct temperatures.
 - Use flytraps in the kitchen as insecticides where necessary.
 - Make sure the equipment used for preparation is clean.
- (10)

- 5.2
- Expensive
 - Dangerous
 - Damages rubber seals and hoses
- (3)
- 5.3
- Remove surface oil and obstructions before cleaning.
 - Restore all surfaces to near-perfect condition as soon as possible.
 - Always follow the simplest method of cleaning.
 - Be aware of safety hazards such as wet floors.
 - Remove all dust and dirt and do not transfer it to another area.
 - Carry out the cleaning process in the quickest possible way.
 - The cleaning process aims to achieve clean hygienic surfaces. (Any 4 × 1)
- (4)
- 5.4
- Good bactericidal activity
 - Low toxicity to human beings
 - Not affect the colour, odour or flavour of food processed
 - Cheap, effective and convenient
 - Easy to dispense
 - Not adversely affect the operator (Any 3 × 1)
- (3)
- 5.5
- A swab consisting of a piece of cotton wool twisted round one end of a small stick must be sterile before use.
 - The swab is moistened in a sterile fluid and excess fluid is removed by pressing against the container.
 - The damp swab is rubbed over the test area to pick up organisms adhering to the surface.
 - The swab is then placed in a sterile fluid to remove organisms from swab.
 - Samples of fluid is inoculated into melted cooled nutrient agar and incubated.
- (5)
- 5.6
- Elevation of heart rate and blood pressure
 - Restlessness
 - Anxiety
 - Insomnia
 - Gastrointestinal disturbance
 - Muscle twitching
 - Rambling flow of thoughts and speech
 - Irritability
 - Irregular or rapid heartbeat
 - Loss of fluid – can become dehydrated (Any 5 × 1)
- (5)
- 5.7
- Family or relationship problems
 - Problems at work or school
 - Accidents
 - Legal problems
 - Financial problems
 - Health problems (Any 5 × 1)
- (5)

- 5.8
- Lag phase: Cells adapt to the environment and increase in size.
 - Logarithmic phase: When cells are adapted they multiply until the maximum which can be supported by the environment.
 - Stationary phase: Growth slows down because of food uses, waste production and overcrowding.
 - Phase of decline: If cells are not transferred to a favourable environment, they will gradually die. (4 × 2) (8)
- 5.9 Tannins are flavonoids present in many foods. (2)
- [50]**

QUESTION 6

- 6.1
- Very small
 - Invisible to the naked eye
 - Only seen when magnified
 - One-celled organisms
 - Found in all living things such as plants and animals
 - Multiply asexually or sexually (Any 4 × 1) (4)
- 6.2
- Stop food poisoning at source.
 - Carefully handle food at all stages of production to stop transfer.
 - Store food suitably to lessen opportunity for contaminants to multiply.
 - Cook food thoroughly.
 - Keep dry food away from moist. (5)
- 6.3
- Using the same utensils to serve contaminated foods
 - Careless attention to personal hygiene
 - Leaving skin infections and cuts uncovered
 - Coughing, sneezing and spitting while preparing food
 - Incomplete cleaning of food utensils
 - Pests, e.g. houseflies, cockroaches, etc.
 - Rodents such as rats and mice
 - Household pets such as dogs, cats and hamsters
 - Infected or diseased cattle and dairy cows
 - Contaminated water supply
 - Soil and dust (11)
- 6.4
- Cancer
 - Liver disease
 - Heart disease
 - Kidney disease
 - Pancreas malfunctioning
 - Damaged stomach lining
 - Arthritis
 - Physiological problems such as depression, anxiety
 - Malnutrition (Any 7 × 1) (7)

- 6.5
- Blood, semen or vaginal fluid
 - Sexual intercourse – man to man or man to woman or woman to woman
 - Sharing unsterilised needles
 - Infected mother to her unborn or newborn baby
 - People who suffer from STIs (5)
- 6.6
- Leave major repairs to an expert.
 - Do not use electricity near water.
 - Frayed cords must be replaced immediately.
 - Switch the current off when inserting or removing a plug.
 - Never jerk at the cord. (5)
- 6.7
- Tobacco
 - Coffee
 - Painkillers
 - Alcohol
 - Amphetamines
 - Tranquilisers
 - Hard drugs such as opium, heroin, morphine
 - Hallucinogens such as dagga, LSD and cocaine (Any 7 × 1) (7)
- 6.8
- Sight: There should be no soil or wetness under good light.
 - Touch: There should be no greasy or rough feeling.
 - Smell: There should be no objectionable odour present. (3 × 2) (6)
- [50]**

TOTAL SECTION B: 150
GRAND TOTAL: 200