



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

(8060104)

**29 September 2020 (X-paper)
09:00–12:00**

This question paper consists of 7 pages and two addenda of 3 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
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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 best way to dry your hands after washing them when working in a food-preparation or food-serving environment?

- A Use a paper towel.
- B Use a damp towel.
- C Let them dry naturally.
- D Use an air-dryer.



1.2 Which ONE of the following is not a power of environmental-health officers?

- A Authority to close down premises
- B Power of arrest
- C Authority to enter premises without appointment
- D Power to seize foods

1.3 Which ONE of the following would likely cause an outbreak of food-borne illnesses?

- A Mucus
- B Fungi
- C Growths
- D Slime



1.4 Danielle likes to experiment by changing ingredients in recipes.

What is the potential risk if she makes food in a way other than described on the menu?

- A Toxins may be introduced to the food.
- B Customers could have an allergic reaction.
- C Customers could complain about the change.
- D Another restaurant could hire Danielle as a chef.



1.5 You are a supervisor at a hospital cafeteria.

How would you handle a line chef who presents to work with a sore throat and a fever?

- A Allow him/her to work, but keep him/her away from food.
- B Put him/her in the kitchen and do not allow him/her to have contact with customers.
- C Tell him/her to tough it out and do what he/she normally does anyway.
- D Send him/her home.



- 1.6 While being inspected by the health inspector, a chef is nervous and forgets to take off her ring. While working with rice pilaf she notices that a diamond from her wedding band is missing.



Is this an example of an imminent health hazard or a personal issue?

- A Personal issue as she should not have been wearing her ring in the first place.
 - B Imminent health hazard because the ring causes concern for public perception.
 - C Personal issue as she is not sure how to report this to her insurance company, let alone her husband.
 - D Imminent health hazard because of the presence of a foreign contaminant in the food which poses a risk regarding choking, cleaning, sanitising, employee training and public health.
- 1.7 After Alex has been notified that a customer vomited in his facility and directed a server to clean the vomit, he checks on the server's progress. He notices that the server has put up a wet-floor sign and is using a mop and bucket and wiping cloths. She has wiped the vomit into a clean trash bag.

Which type of cleaning solution should she use for the table and floor?



- A Clean with a disinfectant soap and sanitise with a chemical cleaner such as bleach.
 - B Clean with a chemical cleaner such as bleach and sanitise with a disinfectant soap.
 - C Mop with a chemical cleaner such as bleach and wipe the table with a disinfectant soap.
 - D Mop with a disinfectant soap and wipe the table with a chemical cleaner such as bleach.
- 1.8 Which temperature should be maintained when hot-holding food?



- A 53 °C
- B 63 °C
- C 62 °C
- D 60 °C



- 1.9 Why should one only buy mushrooms from approved suppliers?
- A Some mushrooms are toxic.
 - B Mushrooms can cause allergies.
 - C Mushrooms need temperature control.
 - D All of the above

1.10 Bridget dropped a glass which shattered near an open bin of flour.

What must she do with the flour?

- A Sift through it for broken glass.
- B Dispose of the entire bin of flour.
- C Dispose of the first inch of flour.
- D If she finds all the glass, the flour is fine.



(10 × 2) [20]

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 TB causes big sores and holes in the lungs.

2.2 Amphetamine is a hard drug.

2.3 Canned foods are high-risk foods.



2.4 If you have a grease fire in a pan on the cooker, safely place the pan in the sink under cold water.

2.5 Some microorganisms are useful to make food and drinks.

2.6 Lipolytic organisms break down fats and oils.

2.7 Pasteurisation is used to reduce food spoilage and utilises high heat to kill all bacteria.

2.8 All pathogens known to infect humans have been identified at this point in time.



2.9 Microwaving food in plastic containers may cause carcinogens to leak out into food.

2.10 Mould and yeast are both fungi.

(10 × 1) [10]

QUESTION 3

Read the article in ADDENDUM A (attached) and answer the questions.

- 3.1 List 10 duties of a good housekeeping manager at a hotel or bed and breakfast. (10)
- 3.2 Which SIX problems is the housekeeping sector experiencing according to the article? (6)
- 3.3 Which FOUR qualities must a good housekeeper and his/her team have to ensure good service delivery? (4)
- [20]**
- TOTAL SECTION A: 50**

SECTION B**QUESTION 4**

- 4.1 Define each of the following terms:
- 4.1.1 Disinfectant (2)
- 4.1.2 Pathogenic organism (2)
- 4.1.3 Safety (2)
- 4.1.4 Microorganism (2)
- 4.1.5 Accident (2)
- (5 × 2) (10)
- 4.2 Give 10 hints for drinking responsibly. (10)
- 4.3 What is *microbial food poisoning*? (4)
- 4.4 Discuss EIGHT symptoms of TB. (8)
- 4.5 List FIVE important techniques and safety measures to consider when handling and using knives. (5)
- 4.6 Explain the procedure to follow when an accident occurs. (7)
- 4.7 Define the term *hygiene*. (2)
- 4.8 Name FOUR factors which influence the growth of microorganisms. (4)
- [50]**

QUESTION 5

- 5.1 Read the article on ADDENDUM B (attached) and answer the questions.
- 5.1.1 List FIVE reasons why food handlers must control pests in a kitchen. (5)
- 5.1.2 State 10 points to keep a kitchen hygienic while working. (10)
- 5.2 Give THREE disadvantages of using steam as a cleaning method in the food industry. (3)
- 5.3 Explain FOUR objectives and principles of cleaning.  (4)
- 5.4 Which THREE qualities must a sanitiser used in a kitchen have? (3)
- 5.5 Discuss *swabbing* as a microbiological test that can be done to check whether a surface is clean. (5)
- 5.6 List FIVE symptoms of intoxication. (5)
- 5.7 Give FIVE problems caused by drug abuse.  (5)
- 5.8 Name the FOUR stages of bacteria growth and briefly discuss each stage. (4 × 2) (8)
- 5.9 Define the term *tannin*. (2)
- [50]**

QUESTION 6

- 6.1 List FOUR general characteristics of microorganisms. (4)
- 6.2 State FIVE ways to break the food-poisoning chain. (5)
- 6.3 State 11 ways in which bacteria can be transferred to food. (11)
- 6.4 Name SEVEN negative effects alcohol can have on the body. (7)
- 6.5 Give FIVE ways to contract AIDS.  (5)
- 6.6 State FIVE safety measures to follow when handling electrical appliances. (5)
- 6.7 Name SEVEN habit-forming and dependent drugs. (7)
- 6.8 Name and explain THREE ways to test a surface to see whether it is clean. (3 × 2) (6)
- [50]**

TOTAL SECTION B: 150
GRAND TOTAL: 200

ADDENDUM A**Six challenges threatening hotel housekeeping in 2018****1. Security**

Over the last couple of years, terrorism has become a very real and serious matter for the hotel industry. Hotels have been considered a soft target by radicals as they are exposed establishments with shallow security measures and the potential is high for the number of casualties. The latest major incident was last October's shooting at Las Vegas' Mandalay Bay in which 58 nearby concert-goers were killed and more than 500 were injured, and the shooter was able to move at least 10 suitcases filled with firearms and ammunition to his room undetected over three days.

Soon after, brands such as Disney and Hilton changed their "Do not disturb" policies, allowing housekeepers to enter guestrooms daily. Although such measures have also triggered discussions regarding guest privacy, hotels need to do what is necessary to ensure public safety and security and room attendants will play an integral role. It is important for hotel managers to revisit their security measures, including occupied room protocols, and train staff members rigorously so that they can analyse suspicious situations and promptly notify management.

2. Sexual harassment

Sexual harassment is a major concern for many hotel employees, particularly for those in housekeeping where the room attendants are generally required to work alone in guestrooms. Preliminary research gathered from workers in the hospitality industry found that a staggering 89% said they had experienced one or more incidents of sexual harassment in their working life. And many of these abuses go unreported as staff fear to lose their jobs. In the recent wave of sexual harassment allegations against several high-profile men, and as the #MeToo movement has shown, the public acceptance of such behaviour has changed.

Unionised housekeepers in New York City have been using "panic buttons" designed to protect employees from assaults by guests. Hotels in Seattle and Chicago began implementing similar systems at the end of 2017, and recently, a California bill was introduced that requires hotels to adopt anti-sexual harassment policy and preventive tools. Hotel managers too must create awareness regarding this matter, encourage their employees to speak up and establish zero-tolerance policies with total commitment.

3. Health and safety

Hotel housekeepers are mandated with physically challenging tasks that pose injury risk factors, such as forceful exertions including pushing heavy trolleys, awkward postures while cleaning, repetitive motions for long periods and little rest, which can result in serious injuries. The Occupational Safety and Health Administration (OSHA) states that on average a housekeeper makes about 25 beds per shift, which requires at least 15 lifts per bed: that makes 375 lifts per shift which is almost equal to an hour of heavy exercising! Imagine doing the movements incorrectly during your workout routine – you would be most likely inviting injuries.

To help increase health and safety at the workplace, staff members must be trained to move correctly, use their bodies effectively and execute their daily tasks in a safe manner. Creating a holistic awareness on ergonomics can not only help improve their health and productivity in the workplace but also their quality of life would be boosted. When the wellness of staff is heightened, guest satisfaction would enhance, as happy employees generate happy guests.

4. Staff recruitment and retention

As the travel and tourism sector is growing at a rapid pace, staff recruitment and retention has become increasingly important over the years. Finding the right people has always been a challenge for hotels, especially for entry-level jobs such as housekeeping, due to factors linked to compensation, working hours and advancement opportunities. Despite the common perception, a housekeeping job can lead to various opportunities and recruiters should address candidates with compelling reasons to build a career in the largest department of a hotel. In addition, employee turnover is an endemic issue for the hospitality industry, as it can go up to 50% for nonmanagement staff. The housekeeping department particularly suffers from high employee turnover due to employee input-benefit ratio not being ideal; in addition, many of these positions are often seasonal or only part-time.

To reduce employee turnover and related costs, as well as to prevent dissemination of a negative back-of-the-house culture, hotels should improve their onboarding processes to rigorously educate their employees about their tasks and outline organisational values and standards. Providing ongoing training, adopting incentive programs to advocate loyalty and holding team events to express appreciation are also adequate ways of ensuring that associates have pride and ownership in the business.

5. Sustainability

Sustainability is no longer considered primarily as a marketing issue or a niche topic in the hospitality industry. Hotels are continuously stepping up their sustainability initiatives to 'green up' their operations. These initiatives currently range from changes such as linen and towel reuse programs, energy-optimisation projects, waste-management activities and adopting biodegradable cleaning products.

As the department that deals with the cleaning of premises, revamping housekeeping operations and adopting 'green policies' can significantly help hotels to reduce their ecological impact. Selecting optimal cleaning products, investing in environmentally friendly equipment such as energy-efficient vacuum cleaners, reducing water consumption in laundry operations, implementing shampoo dispensers instead of small bottles to decrease waste and plastic use are some of the ideas to consider. In addition, hoteliers can refer to LEED (leadership in energy and environmental design) guidelines, the world's forerunner in the environmental certification of buildings, to ensure that they minimise their ecological footprint.

6. Reputation

In today's reputation economy, the customer's voice is louder than ever. With just a few taps on their smart devices, they can access a myriad of reviews about numerous properties and make a purchasing decision based on the experiences of other guests. One of the industry's current biggest opportunities, and challenges, is that the digital word of mouth spread through social media has become a substantially powerful tool that can instantly turn you into a hero or zero. Imagine a guest is dissatisfied with the poor maintenance of his/her room and shares the experience with his/her network. What are the chances that this guest will return? Slim. How likely will this guest's network be repelled from your property? Very. Guests expect their rooms and public areas to be clean; it is a fundamental expectation that is often taken for granted. They will not specifically thank you for the cleanliness and comfort of their rooms, on the contrary, if the expectations are not met, chances are higher that you will have an online review that probably will give you a headache.

To ensure high service quality and consistent application of SOPs, comprehensive training practices should be implemented where employees can learn by doing, and mastering a hotel's specific procedures and standards. When housekeepers continuously maintain the rooms in a flawless manner, supervisors can dedicate less time on inspection and invest in adding unique touches to the guest experience. Surprising the guests with a personal note with some delicious chocolate, for example, can ultimately enhance your hotel's reputation.

ADDENDUM B**Shoprite sorry for rat feasting in store**

Shoprite has apologised to customers after an outcry on social media over photographs of a rat feasting on pastries and cakes for sale at one of their stores in Yeoville, Johannesburg. Twitter erupted with complaints on Wednesday as the images were shared by people demanding to know what was being done to address the problem.

In one of the images a rat can be clearly seen, standing on a pile of gingerbread men advertised at R1,99 each. A tray of creamy doughnuts was perched above the rat. Although being circulated on Wednesday, the original images were posted on Facebook on June 5 by Pretty Ndlovu with a message that said: "So today I decided to grab a pie from Shoprite Yeoville got to the ovens and waited for help which took 10 good minutes of pure neglect THEN BOOM. Mr Rat was right in front of me feasting on those yummys."

Shoprite reacted swiftly on Wednesday, describing it as an unfortunate incident. In a brief statement to customers, the retailer said: "We are sorry that such an unfortunate incident happened in our store. We have already taken action on June 5 to address the problem and all affected stock was destroyed. We have also implemented measures to address pest control in the store and prevent any further chance of rodents entering the store from outside. We can assure you that food safety and hygiene are nonnegotiable in our business."