higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

SANITATION AND HOUSEKEEPING N4

6 JUNE 2016

This marking guideline consists of 12 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

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

(10 × 1) **[10]**

QUESTION 3

3.1 3.1.1 D
3.1.2 C
3.1.3 A
3.1.4 E
3.1.5 B

(5 × 1) (5)

3.2 3.2.1
- Sweep and wipe of all spillages.✓
- Wash or scrub floor with hot water and detergent.✓
- Rinse with clean water.✓ (Any 2 × 1) (2)

3.2.2 At least once a day and/or when needed.✓ (1)

3.2.3
- Wipe all surfaces with a damp cloth, especially shelves.✓
- Wash floor by using a mop, scrubbing machine and the 2-bucket system.
- Rinse and dry. (Any 2 × 1) (2)

3.2.4
- Daily
- Periodically – emptied, all surfaces washed, rinsed and dried.

(Any 1 × 1) (1)

3.2.5
- Wipe all exterior surfaces with a damp cloth.
- Defrost all shelves and wash, rinse and dry them.
- Wipe down interior.
- Rinse and wipe dry. (Any 2 × 1) (2)

3.2.6
- Daily
- Periodically – weekly/monthly (Any 1 × 1) (1)

3.2.7
- Wash/scrub in hot water containing detergents
- Rinse in water containing a disinfectant
- Air dry (Any 2 × 1) (2)

3.2.8 Daily (1)

3.2.9
- Wash with hot water containing detergent.
- Wipe and rinse.
- Air dry. (Any 2 × 1) (2)

3.2.10 Bi-Weekly (every second week). (1)
[20]

QUESTION 4

4.1 Réchauffe
4.2 Anti-microbial agent (AMA)
4.3 Flour mite
4.4 Accident
4.5 Emphysema
4.6 Dagga
4.7 Flash frozen
4.8 Tannins
4.9 Nicotine
4.10 Lacquer

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 5

5.1
- Responsible for organising staff in hotel.
- Draws up shift rotas.
- Allocates daily cleaning duties for the room attendants.
- Inspects rooms and make sure standards have been met.
- Records any faults or damages and make arrangements for the repairs.
- Recruiting and training of new staff.
- Prepares and manages the budget.
- Requesting/buying supplies and keeping records of expenditure.
- Investigates complaints regarding housekeeping. (Any 7 × 1) (7)

5.2
- He must have the ability to encourage and motivate staff.
- He should have strong communicational skills.
- He must have good organisational skills.
- Must pay attention to detail.
- Be able to cope with a crisis.
- Be able to make decisions.
- Have good numerical ability.
- Be physical and mentally fit. (Any 5 × 1) (5)

5.3 Periodic cleaning refers to tasks being carried out✓ less than once on a weekly basis.✓ (2)

5.4
- During quiet periods.
- During renovations or major repairs.
- When areas are closed to the public/guests.
- When the room is not booked or occupied.

(Any 2 × 1) (2)

5.5
- Deep cleaning of carports and upholstery.
- Furniture washing.
- Relining of drawers and cupboards.
- Cleaning of curtains.
- Special treatment of surfaces.
- Wall, ceiling and window washing.

(Any 5 × 1) (5)

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5.6 5.6.1

- After guest departure: strip bed from all dirty linen et cetera and make it with correct bed linen and covers.
- Ensure all unused linen are still clean.
- Check linen et cetera daily and change clean linen at least every second day or according to organisational guidelines.
- Keep dirty/clean linen separate in room attendant's trolley.
- Keep all clean bedding on chair/rack – NOT ON FLOOR!
- Never leave piles of dirty linen in corridor, it creates a bad impression.

(Any 4 × 1) (4)

5.6.2

- Clean daily before doors open and when requested.
- Open windows, drapes and blinds.
- Move all chairs from the tables to allow proper cleaning.
- Dust all furniture in the restaurant.
- Polish the furniture if required.
- Dust all high ceilings, niches, pictures/artwork and corners.
- Wipe side stations and host stations.
- Clean mirrors/windows as required.
- Check if all tablecloths and replenish if needed.
- Vacuum the entire carpeted area and upholstery.
- Clean all spots and spills.
- If the floor is not carpeted, sweep and mop the floor.
- Clean the garbage from the service station.

(Any 6 × 1) (6)

5.6.3

- Remove all litter and loose items lying around.
- Dust and wipe banister rail, newel post and stair rods.
- Clean string and spindles if necessary.
- Clean walls, particularly around light switches.
- Sweep or vacuum clean hard floors and wipe with damp mop.
- Vacuum clean carpets.
- Remove spillages as necessary.
- Ensure that stairs are not slippery by cleaning half the width at a time.

(Any 5 × 1) (5)

5.7

- Sight – under good light there should be no sign of soil on a wet or dry surface, and on a smooth surface draining water should not 'break' excessively.
- Touch – there should be no greasy or rough feeling to clean fingers rubbed over the surface. A clean white tissue wiped several times over the surface should show no discolouration.
- Smell – there should be no objectionable odour present. (Any 2 × 1) (2)

5.8 5.8.1
- Remove the bud from the sterile tube, ensuring that it does not get contaminated.
- Sweep the bud across the test area, rotating the swab.
- Place the swab in a certain amount of sterile fluid and then agitated to remove the organisms from the swab.
- Samples of the fluid are inoculated into a melted, cooled nutrient agar medium and cultured.
- The sample is then solidified and examined for colonies which are counted. (Any 4 × 1) (4)

5.8.2
- Raised agar contact plates are prepared.
- It is then impressed directly onto the test area.
- Organisms adhered to the agar are then cultured and developed into colonies. (3)

5.9
- Time
- Temperature
- Mechanical action
- Chemical action
- Procedure (5)

[50]

QUESTION 6

6.1
- It helps to facilitate and organise employers and employees actions during workplace emergencies.
- To ensure that all building occupants evacuate the building properly and safely.
- To reduce severe employee injuries.
- To ensure effective emergency response.
- To effectively reduce structural damage to the facility during emergencies.

(Any 3 × 1) (3)

6.2
- Fire
- Bomb threats
- Large scale natural disasters for example earth quakes
- Hostile acts such as terrorism
- Chemical spills
- Discountenance of steam and/or electricity and/or water supplies
- Strikes by foodservice staff or any other member of staff
- War, explosions, sabotage

(Any 2 × 1) (2)

6.3 6.3.1

- Remain calm.
- Inform your supervisor as soon as possible.
- Keep the patient calm and comfortable.
- Assess the nature of the incident.
- Stop acute bleeding as soon as possible.
- Treat the patient for shock.
- Once the patient has been treated, record in accident book for future reference.
- Keep air passage of the patient open.
- Remember that first aid is only temporary.
- Summon a doctor immediately if serious.

(Any 5 × 1) (5)

6.3.2

- Any injury at work must be recorded in an accident book.
- The supervisor will be responsible for:
  - taking appropriate follow-up action
  - getting medical attention
  - completing an investigation report
  - Recommending or implementing appropriate corrective actions
- The organization needs to identify:
  - what needs to be reported
  - to whom it is to be reported
  - how to report it
- It is a written procedure – forms must be filled in.
- An accident causing death or major injury must be reported by employer to the Environmental Health Department.

(Any 2 × 1) (2)

6.4

- Adequate space
- Adequate lighting
- Easily and effectively cleaned or sanitised
- It should not allow any entry of pests
- It should not provide harbourage for pests
- It should be appropriate for the activities for which the premises are used
- Should permit the food premises to be effectively cleaned and if necessary, sanitised (Any 5 × 1)

(5)

6.5
- Enough hygienic and suitable toilet facilities must be provided for all.
- It must be well ventilated.
- It must not open directly on to food handling or storage areas.
- Toilet paper and sanitary napkins must be provided.
- Toilets for females must have regular sanitary disposal service.
- Hand-washing basins and/or showers with hot and cold running water, anti-bacterial soap must be provided.
- Hand-washing basins must be situated adjacent the toilet and before the exit of the bathroom.
- Notices regarding hand washing must be put at basins in applicable languages.
- A shelf and full length mirror should preferable also be provided in the cloakroom area.
- It is essential to have separate storing spaces for clean and dirty overalls in the cloakroom.
- These facilities should have adequate natural and artificial lighting.

(Any 5 × 1) (5)

6.6
- Clean spills up as fast as possible. Make use of a wet floor sigh while doing so.
- Do not leave boxes, containers or bags on the floor as this may cause someone to trip.
- Keep an eye on electrical cords. Repair any damage such as frayed ends or lose plugs.
- Don't overload circuits by using multiple plugs or extension cords.
- Do not use electrical appliances near water.
- Sufficient lighting in all food service areas will also prevent accidents from happening.
- By wearing protective gear during service, you can prevent chemicals from harming you or steam from burning you.
- Store heavier items on lower shelves. If they were to be on higher shelves, staff members would strain or injure their backs lifting.
- Use the correct lifting procedure to lift a carry goods.

(Any 7 × 1) (7)

6.7 6.7.1
- Pest may carry germs around the food service and preparation facility.
- It can also indicate serious underlying hygiene failures, such as inadequate cleaning and maintenance.
- It can cause physical damage/spoilage to food products and packaging.
- It can also cause damage to fixtures and equipment.
- Contamination of food.
- Health and safety hazards.
- It can cause food poisoning/food born diseases. (Any 4 × 1) (4)

6.7.2
- Traps
- Fumigation
- Poison

(3 × 1) (3)

6.8 6.8.1
- Store on refrigerator shelves rather than in doors.
- Powdered milk can be stored in a cool, dry, place for up to one year. If packaging is open use within 2 months. Use airtight containers.
- Evaporated milk (tinned) can be frozen in an airtight container with no adverse effects.
- Long life milk (UHT) can be stored for months unopened, but must be used within a week after opening.
- Milk can be frozen for up to 3 weeks.
- Milk must be kept in the containers in which it was delivered.
- Containers must be covered/sealed because milk absorb strong flavours.
- Pasteurised milk will keep for up to 5 days under refrigeration.
- Sterilised milk should keep for a minimum of seven days if unopened.
- Tinned milk is stored in a dry, cool and well-ventilated room.

(Any 4 × 1) (4)

6.8.2
- Store fish separately from other foods.
- Seal the fish in an airtight plastic bag.
- Freeze fish or refrigerate promptly if you don't want to eat it immediately.
- Frozen fish can be stored up to 12 months.
- Fresh fish are stored in a fish-box containing ice, in a separate refrigerator or part of a refrigerator used only for fish.
- Temperature must be maintained just above freezing point.
- Frozen fish must be stored in a deep freeze cabinet or compartment.
- Smoked fish should be kept in a refrigerator. (Any 3 × 1) (3)

6.8.3
- Store in a cool, dry place for example dry store, pantry or larder.
- Never store cans near heating pipes or stoves.
- Don't store in extreme cold areas, because cans might freeze.
- Throw away any can with discolouration or rust.
- Keep track of expiry dates (FIFO). – canned foods usually lasts for two years. Acidic canned food (tomato) may only go to about a year to a year and a half.
- Dented cans, which do not leak, are safe to use, but blown can that is those with bulges at either end must not be used or stored. (Any 3 × 1) (3)

6.8.4
- Store raw poultry in the refrigerator.
- Poultry must be frozen within two to three days of purchase.
- Seal in an airtight container.
- Fresh, whole chicken can be stored in the freezer for up to a year.
- Uncooked chicken pieces can be kept frozen for up to 9 months in the freezer.
- Cooked poultry must be used within three to four days.
- Cooked chicken can be frozen for up to four months.
- Fresh poultry must be hung by their legs in a well-ventilated room for 24 hours.
- Frozen poultry should be kept in the deep freezer until required – thaw completely before cooking.
- Thaw chicken in the refrigerator the day before. Do not re-freeze unless it has been cooked thoroughly. (Any 4 × 1) (4)

[50]

QUESTION 7

7.1 7.1.1 Acquired immune deficiency syndrome✓ is a disease caused by the human immunodeficiency virus (HIV)✓ which weakens the body's natural ability to fight diseases and damages the body over a period of time.✓

7.1.2 Tuberculosis (TB) is a chronic infectious disease✓ that is caused by a bacterium called Mycobacterium tuberculosis.✓ TB mostly affects the lungs but can affect almost any organ in the body.✓

(2 × 3) (6)

7.2
- You may experience a distorted sense of time and space
- Rapid heartbeat, bloodshot eyes and loss of control of your co-ordination
- Confused thoughts
- Loss of memory of recent events
- Panic attacks, anxiety or serious mental disorders
- A decrease in ability to drive or work on machines
- A negative escape from reality – often frightening fantasy world

(Any 4 × 1) (4)

7.3
- When the disease advanced to such a stage that it renders the patient physically incapable of continuing his work.
- Complicated conditions where the patient has got more than one disease that requires specialised management, for example having diabetes and tuberculosis.
- An unco-operative employer who is not aware of the facts and so is afraid of tuberculosis. (2)

7.4
- The baby may be born mentally retarded
- The baby could have physical defects.
- Fetal alcohol syndrome.
- Signs may be that the foetus is small and slow to develop in the womb (inhibited growth).
- Malformations may be seen in some of the cases e.g. split palates and abnormalities of the heart. (Any 4 × 1) (4)

7.5
- Sexual transmission – by the blood or semen or vaginal fluid of an infected person that gets in contact with an open wound of another person.
- Sexual intercourse – vaginal, anal and oral contact.
- Sharing unsterilized needles - blood.
- Infected mother to her unborn or new-born baby (prior to berth, during birth, breast milk). (Any 4 × 1) (4)

7.6
- Fermentation of useful chemicals, for example ethanol, acetone et cetera
- Production of food stuffs for example cetera wine, cheese, yogurt, bread et cetera
- Destroying of waste for example sewage and oil spills.
- Prevention of diseases
- The production of antibiotics for example penicillin
- Improves soil fertility due to decomposition and decaying of organic matter (Any 5 × 1) (5)

7.7
- Time
- Food availability
- Water requirements (moisture)
- Optimum temperature (between 5 °C and 65 °C)
- pH (most prefer neutral pH 7)
- Availability of oxygen
- Darkness
- Competition (different types of micro-organisms present) (Any 6 × 1) (6)

7.8
- Binary fission refers to the asexual reproduction process of bacteria.
- During this process, the bacterium grows to a maximum size and then splits into two new identical cells.
- The new cells are formed during single-cell division.
- During optimum conditions bacteria produce two bacteria after twenty minutes. (Any 2 × 1) (2)

7.9 7.9.1
- Rapid reproduction takes place via a process called 'budding'.
- The nucleus of the mother cell splits in two.
- A bulge appears on the one side of the mother cell which increases in size.
- The one nucleus moves into the 'bud' and constricts, cutting off the daughter cell.

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7.9.2
- Reproductive cells produce small seed cells called spores.
- Mould cells form a fruiting body, which produces the spores.
- These spores detach and are carried by air currents.
- It is then deposited to start new mould colonies wherever conditions are favourable.

(2 × 3) (6)

7.10
- Microwaves are high frequency radiation waves.
- They are absorbed by certain solids and liquids and not by the organic material present (food).
- Liquids absorb microwaves by the heat which is generated.
- The heat cooks the organic material and destroys the micro-organisms present. (Any 3 × 1) (3)

7.11
- Nausea
- Stomach cramps/alignment or abdominal pain
- Diarrhoea
- Fever
- Chills
- Vomiting
- Headache
- Muscle pain (Any 5 × 1) (5)

7.12
- Inspect all food and wash fruit and vegetables with clean water.
- Keeping raw and cooked food as well as high risk food and ready-to-eat food separate.
- Not using the same equipment to prepare and serve different food items.
- Ensuring good personal hygiene habits.
- Correct storage procedures and surroundings.
- Don't handle food unnecessary.
- Keep food covered as much as possible.
- Prevent insects, animals and birds from entering food service facility.
- Do not use unsuitable, defective or dirty equipment.
- Follow the correct cleaning procedures.
- Remove unfit or waste food and refuse from food areas regularly.

Any 3 × 1) (3)
[150]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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