higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

SANITATION AND HOUSEKEEPING N4

8 JUNE 2018

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

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

(10 × 2) **[20]**

QUESTION 2

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

(10 × 2) **[20]**

QUESTION 3

3.1
3.1.1 E
3.1.2 B
3.1.3 C
3.1.4 F
3.1.5 A
3.1.6 D

(6 × 1) (6)

3.2
3.2.1 Starving
3.2.2 Removing fuel
3.2.3 Smothering
3.2.4 Removing the air (oxygen)
3.2.5 Cooling
3.2.6 Removing the heat

(6 × 1) (6)

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3.3 3.3.1 Accident record book
3.3.2 First aid
3.3.3 Autoclaving
3.3.4 Swab
3.3.5 Sterilisation
3.3.6 Safety
3.3.7 Tannin
3.3.8 AIDS

(8 × 1) (8)
[20]

TOTAL SECTION A: 60

SECTION B

QUESTION 4

4.1
1. Ventilate room.
2. Strip bed and remove dirty lines.
3. Place dirty linen in a laundry bag.
4. Empty ashtrays, waste paper baskets.
5. Remove crockery and all rubbish and litter.
6. Clean wash basins and bathrooms.
7. Remake the bed.
8. Dust or damp wipe all fixtures, fittings and fitted furniture.
9. Spot clean walls.
10. Dust or damp wipe moveable furniture.
11. Clean the floor.
12. Replace soap, towels and toilet paper.
13. Replace stationery and notices.
14. Adjust windows.
15. Check for any defects and report. (15 × 1) (15)

4.2
- Cooperation with other departments.
- Engagement, dismissal and welfare of staff.
- Supervision, control and training of staff.
- Compiling duty rosters, holiday lists and wage sheets.
- Checking cleanliness of offices, lounges and guest rooms.
- Completing and checking room occupancy lists.
- Reporting and checking all maintenance work.
- Control and supervision of the work in linen room.
- Dealing with lost property.
- Responsible for keys or key cards of department.
- Prevention of fire and accidents in the department.
- Care of sick guests and providing first aid.
- Ordering and control of stores.
- Advising on interior design of rooms.
- Keep inventories and records of equipment, redecoration etc.
- Responsible for floral decorations for different areas. (Any 7 × 1) (7)

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4.3
- Empty waste bins, ashtrays and damp wipe.
- Ventilate area.
- Dust and damp wipe fixtures, fittings and fitted furniture.
- Spot clean walls, especially around doors and light switches.
- Dust and damp wipe moveable furniture.
- Clean floors. (6 × 1) (6)

4.4
- To achieve maximum efficiency in care and comfort of guests.
- Establish a welcoming atmosphere.
- Ensure a high standard of cleanliness.
- Control and supervise all staff.
- Establish a good working relationship with other departments.
- Ensure safety and security of hotel.
- Keep the General Manager informed of all matters requiring his attention. (7 × 1) (7)

4.5
- Keep the area and surroundings clean.
- Do not leave food lying around and clean up dirt immediately.
- Cover all food.
- Refuse binds must have tight fitting lids and must be cleaned regularly.
- Wet refuse such as fruit and vegetable peels should be wrapped before discarded.
- Rats, mice, bugs and cockroaches use dark, dirty cupboards and storerooms as breeding places. Avoid stacking newspaper and magazines.
- Do not store dirty or damp articles. It attracts fish moths.
- Use an insecticide or poison especially made for the particular pest.
- Store the food off the floors, away from walls. (Any 5 × 1) (5)

[40]

QUESTION 5

5.1 Hygiene is the science of health. (2)

5.2
- All food handlers must undergo a medical check up at least every six months.
- A certificate is issued to state that the worker is healthy to work with food.
- Medical examinations must be repeated once every six months or when staff has been away for lengthy periods such as returning from annual leave.
- If the employer does not provide the medical examinations, staff should take care of their own health care checkups to ensure they are free from contagious diseases.
- Workers must report all ailments to their supervisor. (5 × 1) (5)

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5.3 5.3.1

- Hair must be kept clean and free from dandruff.
- If hair extends over the collar it should be tied back.
- Wear an appropriate head dress so hair does not come into contact with food.
- Hair must be covered by a net or cap.
- Only brush hair in the cloak room.
- Wash hair regularly. Once or twice a week with a suitable shampoo.
- Hair brushes and combs must be kept clean and not borrowed.
- Men must be clean shaven and beards must be trimmed.

(Any 5 × 1) (5)

5.3.2

- Wear comfortable, flat shoes.
- Some food service units provide staff with boots or shoes only to be worn during working hours.
- Make sure your shoes fit properly.
- Put on clean socks every day and use foot powder. (4 × 1) (4)

5.3.3

- Chefs must wear a Chefs jacket.
- Aprons.
- Neckerchiefs or neck ties.
- Chefs hat.
- Closed shoes/safety boots.
- Cotton underwear. (Any 4 × 1) (4)

5.4

- Hygienic toilet facilities.
- Well ventilated toilet and rest rooms.
- Toilet paper and sanitary bins.
- Hand basins with hot and cold running water and antibacterial soap.
- Notices on proper hand washing.
- Shelf and full length mirror.
- Storing facilities for uniforms.
- Sanitary disposal services.
- Hand wash basins must be situated adjacent to the toilet and before the exit to the toilet. (Any 5 × 1) (5)

5.5

- Food poisoning organisms may be at the source.
- It is then transferred.
- Into a suitable medium.
- Unsuitable storage conditions, time and temperature contributes to multiplication of organisms.
- The food is then eaten.
- In a few hours food poisoning may result. (6 × 1) (6)

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5.6
- Salmonella
- Clostridium botulinum
- Staphylococcus aureus
- Streptococcus (4 × 1) (4)

5.7
- Heat
- Chemicals
- Ionising irradiation
- Ultra Violet light
- Microwave
- Heat (Any 3 × 1) (3)

5.8 5.8.1 TB is infectious disease caused by germs called tubercle bacilli. (2)

5.8.2 TB is found in the sputum of a person with TB.✓ When a TB patient coughs, sneezes or spits carelessly, the germs spread into the air and can be passed into the lungs of a healthy person✓ who will then develop sores in their lungs.✓ (3)

5.8.3
- Persistent cough
- Tiredness and weakness of the body
- Loss of weight
- Loss of appetite
- Night sweats
- Pains in chest
- Blood stained sputum
- Breathlessness (Any 3 × 1) (3)

5.8.4 It is the unknown case of TB✓ or patient who does not take their treatment that is dangerous.✓ (2)

5.8.5 Aids in an incurable disease. (2)

5.8.6
- By blood or semen or vaginal fluid passing it into the body of another person.
- Sexual intercourse – man to man or woman to man.
- Sharing unsterilised needles for injection of drugs.
- By infected mother to her unborn or newborn baby.
- People who suffer from sexually transmitted diseases run the risk. (Any 3 × 1) (3)

5.8.7
- Skin rashes
- Persistent diarrhoea
- Weight loss
- Tiredness
- Reactivating of TB
- Persistent fever and night sweats
- Herpes – mouth sores or genital sore
- Swollen tongue
- Pain in swallowing (Any 3 × 1) (3)

5.8.8
- Being well with no symptoms
- Mild disease
- Severe illness
- Final death (4 × 1) (4)

[60]

QUESTION 6

6.1
- Incorrect handling of equipment.
- Ignorance of safety risks.
- Carelessness and recklessness.
- Excessive haste.
- Distractions.
- Poor workplace design. (Any 3 × 1) (3)

6.2
- Be prepared for a disaster so plan carefully
- Implement an early warning system
- Ensure effective internal and external communication
- Train staff on emergencies and do regular drills
- Prevent secondary disasters
- Plan the transport network
- Keep record of the events
- Devise a way of normalisation of the situation (Any 6 × 1) (6)

6.3
- **Detergent**: Chemical agent used in the food industry to remove grease, dirt and debris. (3)
- **Disinfectant**: Chemical agent used to destroy disease causing bacteria, microorganisms or pathogens. Not spores. (3)

6.4 Sight✓ Under good light there must be no signs of soil on a wet or dry surface.✓

Touch✓ No greasy or rough feeling when fingers are rubbed over the surface.✓

Smell✓ No objectionable odour present.✓ (3 × 2) (6)

6.5
- Simple boiling
- Hot water
- Steam
- Autoclaving or steam under pressure
- Cold water (5 × 1) (5)

6.6
- A swab is used (stick with cotton wool twisted around end).
- Place stick in a sterile liquid. Press out excess liquid.
- Damp swab is rubbed over test area.
- Swab is then placed in a sterile fluid, agitated.
- It is then placed in a cooled nutrient agar and incubated. (Any 5 × 1) (5)

6.7
- Never use a sanitizer as a substitute for thorough cleaning.
- Only use a sanitiser as an additional safeguard for thorough cleaning.
- Do not use a sanitiser where sterilization is needed.
- Do not use a sanitiser where more reliable methods are available.
- Do not use sanitisers when they are unnecessary. (Any 4 × 1) (4)

6.8
- Rooms
- Burners
- Refrigerators
- Walls
- Food service trolleys (5 × 1) (5)

[40]

TOTAL SECTION B: 140
GRAND TOTAL: 200

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