higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1450**(E)**(J8)H

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

(8060104)

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09:00–12:00

This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
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 Which of the following is regarded as a high risk food?

A A packet of smoky bacon crisps
B An Easter egg
C A chicken sandwich
D Dry uncooked pasta

1.2 Which of the following statements are true about bacteria?

A All types of bacteria cause food poisoning
B Freezing makes food last longer by killing bacteria
C Bacteria grows faster when it is in a warm environment
D All bacteria need air to survive

1.3 A health inspector ...

A can visit your premises only by appointment.
B help sell the food you produce.
C is responsible for the management of your business.
D can issue hygiene improvement notices.

1.4 When fire caused by fat starts in the kitchen, you should ...

A pour water over it.
B switch off the power and cover the saucepan with a lid.
C pour salt or baking soda over it.
D leave the building immediately.

1.5 Typical symptoms of food poisoning are ...

A diarrhoea, vomiting and abdominal pain.
B earache and discharge from the ears.
C vomiting when you smell food.
D stomach ache.

1.6 Why should food handlers use a basin?

A To wash their hands.
B To wash utensils and their hands.
C To rinse fruit and vegetables.
D It can be used for all purposes.

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1.7 The correct temperature in the freezer should be ...

A -2 °C.
B -9 °C.
C -12 °C.
D -18 °C.

1.8 Tannin is a stimulant found in ... .

A cigarettes
B coffee
C tea
D herbal tea

1.9 How many times can leftover food be safely reheated?

A Once
B Twice
C As many times as you like
D It is better to eat it cold.

1.10 There are several reasons why we should clean work spaces. Name one of them.

A To promote health and safety.
B To make sure you follow your job description.
C To make sure that you get a promotion.
D To improve the appearance of the establishment.

(10 × 2) **[20]**

QUESTION 2

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

2.1 All food handlers are required to undergo a medical examination every six months.

2.2 Touching your nose, eyes, lips or hair, licking your fingers or biting your nails are the causes of contaminating food with bacteria.

2.3 The temperature range referred to as the 'danger zone' is between 5 °C to 68 °C.

2.4 Caffeine has a stimulating effect on the heart only.

2.5 Amphetamines are abused by obese individuals, scholars and athletes.

2.6 Bacteria are the smallest of all micro-organisms.

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2.7 Bacteria multiplies every 10–30 minutes.

2.8 Alcohol is the most widely abused drug of all.

2.9 Psychrophiles require temperatures of 5 °C to 20 °C to grow optimally.

2.10 Examples of anti-microbial compounds are iodine, salts and acids.

(10 × 2) **[20]**

QUESTION 3

3.1 Choose a description from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (3.1.1–3.1.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Protozoa	A	used to prepare yoghurt and sour milk
3.1.2	Algae	B	manufactures its own food by a process called photosynthesis
3.1.3	Yeasts	C	used to make wine and beer
3.1.4	Moulds	D	can cause influenza
3.1.5	Bacteria	E	can cause malaria
3.1.6	Viruses	F	can grow on bread and spoil it
		G	will not grow at all

(6 × 1) (6)

3.2 Draw the following table in the ANSWER BOOK and complete it.

THREE principle ways to extinguish a fire:	Remove the following:
3.2.1	3.2.4
3.2.2	3.2.5
3.2.3	3.2.6

(6 × 1) (6)

3.3 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (3.3.1–3.3.8) in the ANSWER BOOK.

3.3.1 The book in which records of accidents must be entered.

3.3.2 Help given to an injured person until medical help can be obtained.

3.3.3 Apparatus used to generate steam under pressure to sterilise equipment.

3.3.4 A piece of cotton wool twisted around one end of a small stick, used to do microbiological tests.

3.3.5 The process whereby ALL micro-organisms are destroyed.

3.3.6 The absence of dangers.

3.3.7 It is found in tea.

3.3.8 It is an incurable disease.

(8 × 1) (8)
[20]

TOTAL SECTION A: 60

SECTION B

QUESTION 4

Read the following review on TripAdvisor on one of the hotels in Gauteng and answer the questions that follow.

'Bad Housekeeping'

Reviewed 31 March 2016
Housekeeping is sadly lacking. We arrived late in a room with a 3ft sickening stain in the middle of the carpet in the bedroom. No soap, hand towels, drinking water or tissues. It took two trips to reception for our room key to finally work. Wi-Fi is so bad that it does not work. The pool filter outside the bedroom needs a service, as it hums like a police siren all night.

We were moved to another room and all was the same except for the pool filter noise and carpet stain. Air conditioner took two days and three calls to be fixed ☹

4.1 It is crucial within the hospitality industry that guests are satisfied with their rooms and their overall stay.

Explain in detail the cleaning of a guest bedroom. (15)

4.2 Name SEVEN responsibilities of a good housekeeper. (7)

4.3 Lounges and reception areas also need to be kept clean.

Name SIX daily routines to follow. (6)

4.4 Explain SEVEN qualities a good housekeeping manager should have. (7)

4.5 Pests could be a problem in all hotel environments.

Explain FIVE ways in which pests can be controlled. (5)
[40]

QUESTION 5

5.1 Define the term *hygiene*. (2)

5.2 Briefly describe the medical examination that staff should undergo when working in the hospitality industry. (5)

5.3 Discuss the procedures for good personal hygiene when it comes to:

5.3.1 Hair care (5)

5.3.2 Care of feet (4)

5.3.3 Clothing of a chef (4)

5.4 Staff would like to work in an environment that is clean and healthy. As an employer you are responsible to provide them with certain facilities.

Name FIVE suitable facilities. (5)

5.5 Micro-organisms are easily transferred.

Discuss SIX steps on how the food poisoning chain starts within a food unit. (6)

5.6 Name FOUR micro-organisms that cause food poisoning. (4)

5.7 Name THREE ways in which micro-organisms can be destroyed. (3)

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5.8 Complete the following table in your answer booklet on TB and HIV.

TB	5.8.1 Definition of TB. (2)	5.8.2 How is TB spread? (3)	5.8.3 Signs and Symptoms of TB. (3)	5.8.4 When is TB dangerous? (2)
HIV	5.8.5 Definition of HIV. (2)	5.8.6 How do you get HIV? (3)	5.8.7 Signs and Symptoms of HIV. (3)	5.8.8 Stages of HIV. (4)

(22)
[60]

QUESTION 6

6.1 Explain SIX reasons why accidents occur in the workplace. (3)

6.2 When drawing up an emergency plan, what SIX points need to be kept in mind? (6)

6.3 Describe the difference between a *detergent* and a *disinfectant.* (6)

6.4 When doing an on-the-spot check for cleanliness, name THREE ways in which to do so and explain each. (6)

6.5 Without water, cleaning would be impossible.

Name FIVE water types which are used in the cleaning process. (5)

6.6 Swabbing is a test carried out to determine the microbiological cleanliness of a surface.

Explain the swabbing procedure. (5)

6.7 Discuss FOUR guidelines to keep in mind when using a disinfectant. (4)

6.8 State the FIVE tasks that should be done during periodic cleaning. (5)
[40]

TOTAL SECTION B: 140
GRAND TOTAL: 200

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