higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE

## SANITATION AND HOUSEKEEPING N4

## 31 MAY 2019

**This marking guideline consists of 9 pages.**

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**INSTRUCTIONS TO MARKERS**

1. Mark ALL the questions.

2. Read ALL the answers carefully.

3. Follow the answers according to the numbering system used in this question paper.

5. Use only red ink.

6. Put your ticks and crosses neatly and legibly.

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## SECTION A

## QUESTION 1

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

(10 × 2) **[20]**

## QUESTION 2

2.1.1 False
2.1.2 False
2.1.3 False
2.1.4 True
2.1.5 False
2.1.6 True
2.1.7 True
2.1.8 False
2.1.9 False
2.1.10 False

(10 × 1) **[10]**

## QUESTION 3

3.1 Making of the bed/beds

- It is essential to put clean linen on the beds after guests have checked out.
- If linen has stains or tears on them, they should not be used and even discarded.
- The housekeeping department is trained to make the beds in a certain correct way, which is standardised to use among all staff, to uphold a certain standard.

3.2 Vacuuming and cleaning of carpets

- Carpets must be vacuumed daily to remove all dust which causes allergens.
- Carpets must be washed regularly and dried properly so they do not smell.
- Replace carpets if torn, burnt or badly stained.

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3.3 Mopping and cleaning of the floors

- Sweep and mop the floors daily within a hotel room or unit.
- Use a clean mop with a disinfectant and detergent mixture and water.
- Make sure the floors are left dry so guests do not slip. Use 'wet floor' signage where possible.

3.4 Clean towels

- Replace the towels in the room or unit daily with clean towels.
- Make sure the towels remain white, with no visible stains.
- Make guest aware of towel etiquette to save water: if towels are placed in the bath tub, it means they are dirty and need to be replaced. If hung on the rails, it means that they are clean and will be reused.

3.5 Fruit baskets

- When reservations are taken, the housekeeping department must be made aware of any special occasions.
- Special occasions may include anniversaries, birthdays, engagements, etc.
- For these special occasions, fruit baskets, wine or chocolates can be given as a gesture from the hotel to acknowledge the occasion.

(5 × 4) **[20]**

**TOTAL SECTION A: 50**

**SECTION B**

**QUESTION 4**

4.1 4.1.1

- New staff should not operate a deep-fat fryer on day one.
- If they are expected to operate a fryer, they should be assisted by experienced staff or trained beforehand.

4.1.2

- On busy nights like Friday nights, the restaurant should do more preparation beforehand (mise en place) to avoid feeling pressurised during service.
- All staff must receive first aid training in order to know about the dangers of oil.

4.1.3

- Staff must take responsibility for their actions. This particular staff member (who caused the injury) should have been more cautious. He should be kept responsible for the loss of the crab meat. (He should have been asked to pay for it.)
- Staff should be trained on safety, negligence and consequences thereof.

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4.1.4
- Staff should have checklists at closing time and sign off on them to make sure that they have switched everything off, etc.
- Staff should be trained on how to work with and manage oil correctly and the dangers of it.

(Any 4 × 2) (8)

4.2
- Ignorance of safety risks
- Incorrect handling of equipment
- Carelessness and recklessness
- Excessive haste
- Distractions (5)

4.3 Employer obligations:
- Ensure health and safety of employees.
- Provide a safe area of work and safe machinery and tools.
- Provide instructions and training to staff.
- Write a company safety policy document.
- Place fire extinguishers in appropriate places.
- Regularly conduct fire drills. (Any 5 × 1) (5)

Employee obligations:
- To take care of own health and safety.
- To take care of others' health and safety.
- NOT to misuse premises or equipment. (3)

4.4
- What needs to be done in case of an emergency?
- Why should this be done?
- Where should the staff go or meet up in case of an emergency?
- How should all of this take place?
- What should be done to ensure everything goes back to normal? (5)

4.5
- Dry kissing
- Assisting someone in an emergency
- Using the same bathroom facilities
- Using the same utensils
- Coughing or sneezing
- Using the same toilet facilities (6)

4.6
- Skin rashes
- Persistent diarrhoea
- Weight loss
- Tiredness
- Reactivating of TB
- Persistent fever and night sweats
- Herpes of the mouth or genitals
- Swollen tongue
- Pain when swallowing (Any 8 × 1) (8)

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4.7
- Host regular HIV/AIDS awareness programmes.
- Encourage voluntary testing.
- Conduct education and training on HIV/AIDS.
- Promote condom distribution.
- Encourage health-seeking behaviour in respect of STDs.
- Create an environment of openness, disclosure and acceptance.
- Organise wellness programmes for employees affected by HIV/AIDS.
- Provide counselling and social support to those with HIV/AIDS.

(Any 5 × 1) (5)

4.8
- LSD
- Cocaine
- Dagga
- Magic mushrooms
- Datura
- Ketamine
- Mescaline
- PCP

(Any 5 × 1) (5)
**[50]**

**QUESTION 5**

5.1 Science of health (2)

5.2 5.2.1
- Keep hair clean and free from dandruff.
- Keep hair away from the face.
- If hair extends over the collar, it must be tied up.
- Wear appropriate headgear or a cap.
- Wash hair once or twice a week to keep it clean.
- Hair brushes and combs must not be shared.
- Brush hair in the cloakroom or an appropriate place.
- Men must be clean shaven, and beard trimmed.
- Be aware of hair problems such as head lice.
- Brush hair to allow circulation.

(Any 5 × 1) (5)

5.2.2
- Do NOT bite on hard objects.
- Visit a dentist every six months for a check-up.
- Brush your teeth twice a day.
- Change your toothbrush regularly.
- Use an antiseptic mouthwash. (5)

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5.2.3
- Wear clean socks daily.
- Use flat, comfortable, closed, non-slip shoes.
- Use foot powder if needed.
- Wash your feet every day.
- Keep toe nails clipped.
- If possible, do not wear the same pair of shoes every day.

(Any 5 × 1) (5)

5.3
- Spit occurs on fingers and harmful bacteria such as staphylococci occur on fingers when a cigarette is handled.
- Smoking encourages you to cough and sneeze over food.
- Cigarette end and ash might fall into the food.
- This can cause contamination. (4)

5.4
- Supply of food and water must be limited:✓ It must not be left uncovered in kitchen and in food service unit.✓
- Access must be eliminated:✓ Fill holes and mesh doors.✓
- Sheltering for rodents must not be available:✓ Remove empty containers.✓ (3 × 2) (6)

5.5 5.5.1
- Small
- Invisible to the naked eye. Can only been seen under an electron microscope.
- Single celled (3)

5.5.2
- Stomach cramps
- Diarrhoea
- Vomiting
- Headache
- Muscle pain
- Fever (Any 5 × 1) (5)

5.5.3
- Meat
- Poultry
- Fish
- Eggs
- Milk and dairy
- Vegetables
- Rice (Any 5 × 1) (5)

5.5.4
- Time
- Food
- Water
- Moisture
- Temperature
- pH
- Availability of oxygen
- Darkness
- Competition (Any 6 × 1) (6)

5.5.5
- Autoclaving
- Chemicals
- Ionic radiation
- Microwaves
- Ultraviolet light (Any 4 × 1) (4)

**[50]**

## QUESTION 6

6.1
- Lag phase✓ – Cells get adapted to medium and increase in size.✓
- Logarithmic phase✓ – When cells are adapted, they multiply by regular intervals.✓
- Stationary phase✓ – Growth slows down because food is used, waste production and overcrowding.✓
- Phase of decline✓ – If cells are not transferred to a favourable environment, they will gradually die.✓ (4 × 2) (8)

6.2
- Making of wine and beer.
- Baking of bread.
- Fermenting sugar to form alcohol. (3)

6.3 6.3.1 Agent used in sterilisation,✓ which destroys all microbial life,✓ including the spores.✓

6.3.2 A chemical✓ used in sanitising✓ and disinfection.✓

6.3.3 A substance or mixture of substances✓ when added to water;✓ helps to remove dirt and grease.✓

(Any 3 × 3) (9)

6.4
- To promote health and safety
- To prolong the life of fixtures and fittings
- To improve the appearance of the establishment (3)

6.5
- It is expensive to use.
- It can cause damage to rubber seals and hoses.
- It can be dangerous for personnel to use. (3)

6.6
- Remove all surface oil and obstructions before cleaning.
- Follow least obstructive and disturbing method of cleaning.
- Restore all surfaces to as near perfect condition as soon as possible.
- Always use the simplest method of cleaning.
- Be aware of safety hazards.
- Remove all dust and dirt.
- Carry out each cleaning process in the quickest possible time.
- The cleaning process must aim to achieve clean, hygienic surfaces.

(Any 4 × 1) (4)

6.7
- Must have good bactericidal activity.
- Low toxicity to human beings.
- Must not affect the colour, odour or flavour of food.
- Must be cheap, effective and convenient.
- Must be easy to dispense and wash away.
- Must not adversely affect the operator. (Any 3 × 1) (3)

6.8
- Achieve maximum efficiency in the care and comfort of guests.
- Establish a welcoming atmosphere and courteous, reliable service.
- Ensure a high standard of cleanliness.
- Control and supervises all staff of the department.
- Establish a good working relationship with other departments.
- Ensure safety and security regulations according to the rules of the department. (Any 5 × 1) (5)

6.9
- Ventilate room.
- Strip bed and remove dirty linen.
- Place dirty linen in laundry bag on housekeeping trolley.
- Empty ashtrays and waste bins.
- Remove crockery and all litter.
- Clean wash basins and bathrooms.
- Remake bed.
- Dust or and wipe all fixtures and fittings.
- Spot clean walls.
- Clean floors.
- Replace towels and toilet paper.
- Replace stationery.
- Close the windows.
- Check for any defects and report them. (Any 12 × 1) (12)

**[50]**

**TOTAL SECTION B: 150**
**GRAND TOTAL: 200**

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