higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

31 May 2021

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

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

(10 × 2) **[20]**

QUESTION 2

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

(10 × 1) **[10]**

QUESTION 3

3.1
- Call maintenance to the specific room to check the fault.
- If the issue cannot be fixed ask the guest to possibly use a vacant room to shower until the problem has been rectified.
- If the problem cannot be fixed move the guest to another room.
- Apologise to the guests and ask housekeeping to assist with moving the guest. Offer a possible gesture of goodwill such as a free breakfast or dinner, etc.

3.2
- Call maintenance to the room as they are trained to recognise certain smells.
- If it is a something that housekeeping can rectify, call them immediately.
- If it is a smell that persists, move the guest to another room.
- Offer a possible gesture of goodwill such as a free breakfast or dinner, etc.

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3.3
- Apologise to the guest.
- Take the food straight to the kitchen and do not discuss the problem with others on the floor.
- Explain the situation to the chef and call the supervisor or manager.
- After rectifying the food, speedily return the food to the guest or ask the guest to look at the menu again and make another food choice.

3.4
- Most hotels now offer free Wi-Fi but if guests need to pay you will have to explain the reason.
- The reason could possibly be because of poor location or high rates.
- Make sure the Wi-Fi is affordable.
- Put up posters explaining in advance the reasoning for charging.

3.5
- Urgently call housekeeping to the room to clean or rectify the situation.
- Report the incident to the housekeeping manager and the direct manager or supervisor.
- Apologise on behalf of the staff.
- If it is an urgent matter of hygiene rather move the guest to another room, preferably upgraded as it was not their fault the room is not clean.

(Any 5 × 4) **[20]**

TOTAL SECTION A: 50

SECTION B

QUESTION 4

4.1 4.1.1
- Stomach cramps
- Diarrhoea
- Vomiting
- Headache
- Muscle pain
- Fever

(Any 5 × 1) (5)

4.1.2
- Present in abundance in plants used as food
- Present on utensils and work surfaces used for food preparation
- Carried through the air from one subject to another
- Present in food that is a source of nutrients that provides nourishment for the growth of organisms

(Any 3 × 1) (3)

4.1.3
- Meat
- Poultry
- Canned meat
- Gelatine
- Fish and fish products
- Milk and milk products
- Eggs
- Fruit and vegetables
- Rice

(Any relevant 5 × 1) (5)

4.1.4
- Time
- Food
- Water
- Moisture
- Temperature
- pH
- Availability of oxygen
- Darkness
- Competition

(Any 6 × 1) (6)

4.1.5
- Autoclaving
- Chemicals
- Ionic radiation
- Microwaves
- Ultraviolet light

(Any 4 × 1) (4)

4.2
- Ignorance of safety risks
- Distractions
- No proper training on operating machinery
- Not following instructions on how to operate machinery
- Incorrect planning and layout of floor space

(5)

4.3 **Employer obligations**
- Ensure the health and safety of employees.
- Provide a safe work area 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 FIVE)

Employee obligations
- Take care of your own health and safety.
- Take care of others' health and safety.
- Not to misuse premises or equipment.

(5 + 3) (8)

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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
- Promotes health and safety
- Prolongs the life of fixtures, fittings and surfaces
- Improves the appearance of the establishment (3)

[50]

QUESTION 5

5.1 Science of health (2)

5.2
- Skin rashes
- Persistent diarrhoea
- Weight loss
- Tiredness
- Reactivating of TB
- Persistent fever and night sweats
- Herpes of the mouth or genitals
- Swollen tongue
- Pain in swallowing (Any 8 × 1) (8)

5.3
- Hold regular HIV/AIDS awareness programmes.
- Encourage voluntary testing.
- Conduct education and training on HIV/AIDS.
- Promote condom distribution.
- Encourage health-seeking behaviour for 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)

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5.4
- LSD
- Cocaine
- Dagga
- Magic mushrooms
- Datura
- Ketamine
- Mescaline
- PCP (Any 5 × 1) (5)

5.5 5.5.1
- Hands and nails must be washed regularly, especially after visiting the toilet.
- Nails must be cut short.
- Use a nail brush to clean dirty nails.
- Do not wear any nail polish or false nails if you are working with food or serving food.
- Avoid touching your nose or face with your hands whilst preparing food as this can pass on staphylococcal food poisoning.
- Cover all sores and cuts with a waterproof dressing and wear a sterile glove. (Any relevant FIVE)

5.5.2
- Do not bite on hard objects.
- Visit the dentist every six months for a check-up.
- Brush your teeth twice a day.
- Change your toothbrush regularly.
- Use an antiseptic mouthwash.

5.5.3
- 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 an appropriate head dress or 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 have their beard trimmed.
- Be aware of hair problems such as head lice.
- Brush hair to allow circulation. (Any FIVE)

(3 × 5) (15)

5.6
- 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 ends and ash might fall into the food.
- This can cause contamination. (4)

5.7
- Supply of food and water must be limited: It must not stand in the 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)

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5.8
- Elevation of heart rate and blood pressure
- Restlessness
- Anxiety
- Insomnia
- Gastrointestinal disturbance
- Muscle twitching
- Rambling flow of thought and speech
- Irritability
- Irregular or rapid heartbeat
- Loss of fluid which has dehydrating effects (Any 5 × 1) (5)

[50]

QUESTION 6

6.1 Flavonoids present in many different foods (2)

6.2 6.2.1 Agent✓ used in sterilisation✓ that destroys all microbial life, including bacterial spores✓

6.2.2 Any chemical✓ used in sanitising✓ or disinfection✓

6.2.3 Chemical agent✓ used to remove grease✓ and dirt✓

(3 × 3) (9)

6.3
- Use a suitable detergent to prevent any damage to the affected area
- Thoroughly dry surfaces after cleaning
- Hygienically clean surfaces immediately after use
- Use separate chopping boards for meat, fish, poultry and vegetables
- Be aware of all safety hazards, e.g. slipping on wet floors
- Wash hands after handling high-risk foods (Any 4 × 1) (4)

6.4
- Not expensive
- Not dangerous
- Not damaging to rubber seals and hoses (3)

6.5
- Remove surface oil and obstructions before cleaning.
- Follow the 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 such as wet floors.
- Remove all dust and dirt and do not transfer it to another area.
- Carry out the cleaning process in the quickest way possible.
- The cleaning process aims to achieve clean hygienic surfaces. (Any 5 × 1) (5)

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6.6
- Interferes with a person's relationships with family and friends
- Interferes with a person's ability to fulfil work, school, or family obligations
- Results in legal problems
- Results in dangerous behaviour
- Results in medical problems (Any 5 × 1) (5)

6.7
- Ventilate the room.
- Strip the bed and remove dirty linen.
- Place dirty linen in a laundry basket on a housekeeping trolley.
- Empty ashtrays and waste bins.
- Remove crockery and all litter.
- Clean wash basins and bathrooms.
- Remake the bed.
- Dust or and wipe all fixtures and fittings.
- Spot clean walls.
- Dust or damp wipe furniture.
- Clean floors.
- Replace towels and toilet paper.
- Replace stationery.
- Adjust windows.
- Check any defects and report it. (15)

6.8
- Be efficient.
- Establish a welcoming atmosphere.
- Ensure high standards of cleanliness.
- Control and supervise staff.
- Establish good working relationships with other departments.
- Ensure that the hotel’s safety and security regulations are complied with.
- Keep the general manager informed of all matters. (Any 4 × 1) (4)

6.9 In the food service industry, all cleaning procedures use water. The quality of the water used will eventually affect the cleanliness. (3)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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