higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

(8060104)

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This question paper consists of 9 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. Start each question on a new page.
5. Use only a black or blue pen.
6. 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 type of food hazard is it when you find a plaster in a food item?

A Chemical
B Physical
C Biological
D None of the above

1.2 Which ONE of the following is an offense under the Food Safety Act of 1990?

A Putting rubbish on the pavement outside your premises
B Selling food that is cold
C Selling food that is hot
D Selling food unfit for consumption

1.3 Why do people change from outdoor clothing when going to work and vice versa when going home?

A Controls possible cross contamination
B Avoids dirty or smelly clothes
C Company policy
D None of the above

1.4 Bridget dropped a glass that shattered near an open bin of flour.

What does she need to do with the flour?

A Sift through the flour for broken glass.
B Dispose of the entire bin of flour.
C Dispose of the first inch of flour.
D If she finds all the glass, the flour is fine.

1.5 The restaurant where Jorge works buys cleaning chemicals in bulk containers.

After Jorge pours window cleaner into a smaller container, what should he do next?

A Immediately label the new container with the common name of the chemical.
B Immediately tell all employees that the bottle holds window cleaner.
C Regularly check that the small container is stored on top of the original container.
D Immediately start cleaning with the window cleaner.

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1.6 The secret ingredient in a restaurant's famous barbecue sauce is peanut oil.

Which employees should know this ingredient?

A All kitchen staff
B All employees
C Manager and chef
D Only the chef

1.7 You can prevent falls in the kitchen by …

A keeping the floor clean and clear of clutter.
B wiping up spills as soon as it happens.
C not wearing slippery shoes.
D All of the above

1.8 At which temperature should frozen food be kept at?

A 0 °C
B 15 °C or lower
C -18 °C or lower
D 20 °C or lower

1.9 What is the ideal temperature for pathogens to flourish?

A 10 °C
B 37 °C
C 55 °C
D 90 °C

1.10 Food contaminated with food-poisoning bacteria would …

A look different.
B smell bad.
C look and taste normal.
D not be detected by smell, taste or sight.

(10 × 2) **[20]**

QUESTION 2

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

2.1 It is okay to thaw perishable food like frozen chicken and beef on the kitchen counter or in the sink.

2.2 Food should be put away in the fridge or freezer within two hours.

2.3 Milk and eggs can be stored in the refrigerator door.

2.4 One of the best ways to prevent contaminating foods is to wash your hands.

2.5 You can tell if food is still safe to eat by smelling it.

2.6 Keep raw foods and cooked foods separate.

2.7 Fruits and vegetables should be washed even if you are peeling it.

2.8 The temperature at which you cook leftovers does not matter because it is already cooked.

2.9 Steaks can be eaten rare.

2.10 Freezer temperatures kill all bacteria.

(10 × 1) **[10]**

QUESTION 3

Study each of the following scenarios that often occur in hotels and explain how you would handle each situation to ensure the guest will return to your hotel in the future.

3.1 **'We do not have any hot water.'**



3.2 **'There is a bad odour in our room.'**



3.3 **'The food is of very bad quality.'**



3.4 **'Why do I have to pay for Wi-Fi?'**



3.5 **'The room/bathroom is very dirty.'**



(5 × 4) **[20]**

TOTAL SECTION A: 50

SECTION B

QUESTION 4

4.1

28 Pretoria matrics treated for food poisoning after buying food from a vendor

At least 28 pupils from the Edward Phatudi Secondary School in Atteridgeville were rushed to hospital on Thursday following suspected food poisoning, EWN reported.

According to the report, the pupils – who are all in Grade 12 – complained about stomach cramps earlier on Thursday. They were transported to the Kalafong and Pretoria West hospitals for urgent treatment.

According to Times Live, education department spokesperson Steve Mabona said the children were believed to have all bought food from a vendor. 'The learners were admitted after they complained of abdominal pains… We are happy to inform that all learners were discharged after receiving medical attention accordingly,' Mabona told Times Live.

The department was reportedly expected to deploy a psychosocial unit to the school to provide counselling on Friday.

[Source: *www.news24.com*, 24 May 2019]

4.1.1 Name FIVE food-poisoning symptoms that the matrics might have experienced after consuming the contaminated food. (5)

4.1.2 List THREE general characteristics of microorganisms. (3)

4.1.3 Name FIVE high-risk foods that can cause food poisoning. (5)

4.1.4 Name SIX factors that influence the growth of microorganisms. (6)

4.1.5 State FOUR ways in which microorganisms can be destructed. (4)

4.2 Give the FIVE main reasons why accidents take place in kitchens and workplaces. (5)

4.3 Explain FIVE legal obligations that an employer must adhere to and THREE obligations that the employee must adhere to according to the Occupational Health and Safety Act. (5 + 3) (8)

4.4 Explain FIVE important factors to consider when drafting an emergency plan. (5)

4.5 Explain SIX ways in which one cannot contract HIV/AIDS. (6)

4.6 Give THREE reasons why a food handler should promote cleaning. (3)

[50]

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QUESTION 5

5.1 Define the term *hygiene.* (2)

5.2 List EIGHT symptoms of HIV. (8)

5.3 It is recommended that every employer should have a workplace programme in place for staff who may be HIV positive.

Give advice to employers who do not abide to this recommendation and explain what they could improve on. (5)

5.4 Name FIVE hallucinogenic drugs. (5)

5.5 Discuss personal hygiene under each of the following headings:

5.5.1 Care of hands and nails

5.5.2 Care of teeth

5.5.3 Care of hair

(3 × 5) (15)

5.6 Give FOUR reasons why smoking is not permitted in any area where food is handled. (4)

5.7 List and explain THREE ways in which pests in the food industry can be prevented. (3 × 2) (6)

5.8 Give FIVE symptoms of intoxication. (5)

[50]

QUESTION 6

6.1 Define the term *tannin.* (2)

6.2 Define each of the following terms:

6.2.1 Sterilant

6.2.2 Sanitiser

6.2.3 Detergent

(3 × 3) (9)

6.3 Explain FOUR principles of cleaning. (4)

6.4 List THREE qualities of a kitchen sanitiser. (3)

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6.5 Explain swabbing as one of the tests which can be used to check whether a surface is clean. (5)

6.6 Name FIVE problems caused by drug abuse. (5)

6.7 Explain how the housekeeping team should clean an occupied bedroom. (15)

6.8 Which FIVE qualities should a good housekeeper have to be successful? (4)

6.9 Why is the quality of water so important when cleaning? (3)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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