



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

SANITATION AND HOUSEKEEPING N4

16 November 2021

This marking guideline consists of 9 pages.

SECTION A**QUESTION 1**

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

(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
 - 3.1.1
 - Staff displayed the guests' bath towels as swans.
 - This displays attention to detail as time was taken to arrange or create a display instead of just folding the towels normally and putting them on the bed like other hotels.
 - 3.1.2
 - Rose petals are scattered on the bed.
 - This is usually done when couples celebrate an anniversary or are on honeymoon. This indicates that staff had taken note of this during the reservation etc.
 - 3.1.3
 - A fruit and wine basket is a welcome gesture to guests.
 - It is often given to wedding couples, when anniversaries are celebrated or to frequent guests.

- 3.1.4
- Bath robes and slippers are supplied as an extra touch so guests can feel comfortable.
 - It is important to make sure they stay soft and white. If they are worn out order new ones.

- 3.1.5
- Welcoming chocolates are given on arrival in some hotels. Once again it reveals an extra touch of detail.
 - It makes guest feel special and happy.

(5 × 2) (10)

- 3.2
- Bath towels
 - Toiletries such as shower gels, shampoo, conditioner
 - Toilet paper
 - Tissue refills
 - Various chemicals
 - Vacuum cleaner
 - Mop
 - Window cleaner
 - Tea/coffee/milk and biscuit refills
 - Broom

(10)
[20]

TOTAL SECTION A: 50

SECTION B

QUESTION 4

- 4.1 4.1.1
- Man
 - Animal
 - Fruit and vegetables
- (Any 2 × 1) (2)
- 4.1.2
- Fever
 - Vomiting
 - Abdominal pain
 - Diarrhoea
- (Any ONE) (1)
- 4.1.3
- Wash hands after visits to bathroom
 - All equipment must be clean
 - Rinse fruit and vegetables before use
 - Store raw and cooked food separately
 - Store perishable foods as cold as possible
 - Thaw food in the correct manner
 - Cook food thoroughly as cooking destroys bacteria
- (Any 2 × 1) (2)

- 4.1.4
- Soil
 - Meat
 - Fish
 - Vegetables
- (Any 2 × 1) (2)
- 4.1.5
- Difficulty in breathing
 - Double vision
 - Nerve paralysis
 - Diarrhoea
 - Vomiting
 - Respiratory distress
 - Possible death
- (Any ONE) (1)
- 4.1.6
- These bacteria can only be killed at 121 °C for 3 minutes.
 - Avoid using blown cans. It is a sign that the content can be off.
 - Ensure foods are correctly and thoroughly processed.
- (Any 2 × 1) (2)
- 4.1.7
- Found on humans
 - Occur in the nose and throat
 - Can also be found in unpasteurised milk
- (Any 2 × 1) (2)
- 4.1.8
- Known as the flesh eating bacteria that can destroy muscles, fat and skin tissue
 - Streptococcal toxic syndrome causes blood pressure to drop rapidly and organs can fail
- (Any ONE) (1)
- 4.1.9
- Maintain strict hygiene procedures.
 - Can be destroyed through pasteurisation or cooking. (Any 2 × 1)
- (2)
- 4.2
- If using gas in the unit it should be well ventilated.
 - When lighting the pilot, first light the match and then turn on the gas.
 - Be careful not to leave oven mitts or tea towels too close to the flame.
 - Close the main supply of gas when a leak occurs.
 - Switch gas off when not in use.
- (5)
- 4.3
- Leave major repairs to an expert.
 - Do not use electricity near water.
 - Frayed cords must be replaced immediately.
 - Switch the current off when inserting or removing a plug.
 - Never jerk at the cord.
- (5)

- 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
- 4.5.1
- Effects of drugs depend on the type of drug taken and personal environmental factors.
 - It also depends on the amount of the drug which is taken.
 - How often it is taken
 - The manner in which the drug is ingested, e.g. snorting through the nose is the fastest acting method compared to eating or swallowing. (4)
- 4.5.2
- 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
 - Acts as a diuretic and causes loss of fluid (Any 4 × 1) (4)
- 4.5.3
- Affects membrane of the stomach.
 - Digestion can therefore be slow.
 - Retards the digestion of meat.
 - Palatability is reduced because tannins are very astringent. (4)
- 4.5.4
- Cancer
 - Liver disease
 - Heart disease
 - Kidney disease
 - Pancreas malfunctioning
 - Stomach can be affected as alcohol damages the stomach lining
 - Arthritis
 - Physiological problems such as depression, anxiety
 - Malnutrition (Any 4 × 1) (4)
- 4.5.5
- Diseases affecting heart and lungs (4)
 - Strokes
 - Hypertension

- Peripheral vascular disease
 - Emphysema and chronic bronchitis
- (Any 4 × 1)

[50]**QUESTION 5**

- 5.1 Water that is of good microbiological and chemical quality. Fit for human consumption. (2)
- 5.2 5.2.1
- Smoking is not permitted in the food service unit as 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.
 - Spit occurs on fingers and harmful bacteria such as staphylococci occur on fingers when cigarette is handled. (5)
- 5.2.2
- No eating is allowed in the food service unit.
 - If you have to taste food for seasoning or texture dish a small spoonful on a plate.
 - Taste the food with a clean teaspoon and not the spoon that you used for stirring.
 - Remove all the spoons and plate and wash it after use.
 - Place a clean spoon in your chef's pocket. (5)
- 5.2.3
- Food service workers who have colds and infections may not handle food.
 - If it is minor workers may work where no food or utensils are handled.
 - If they have to work a disposable mask must be worn. (3)
- 5.3
- Understand how your body reacts when you drink.
 - Always eat before drinking.
 - Sip all drinks slowly.
 - Keep track of the number of drinks.
 - Take your time when you have a drink to prevent you from drinking too much.
 - If you are doing something where you are required to be alert, don't drink at all.
 - Alcohol should never be taken with any drug or medicine.
 - If you are really thirsty first quench your thirst with water or a cooldrink.
 - If you just drink to get drunk you are being irresponsible.
 - You do not have to drink just because your friends do. (Any 4 × 1) (4)
- 5.4
- Supply of food and water must be limited:✓ It must not stand in the food service unit.✓ (6)
 - Access must be eliminated:✓ Fill holes and mesh doors.✓

- Sheltering for rodents must not be available:✓ Remove empty containers.✓ (3 × 2)

- 5.5
- Cold room:✓ Temperature must be between 1 °C and 4 °C. ✓
 - If temperature drops to below that stock will freeze and this will lead to wastage. ✓
 - The cold room must have stainless steel shelving which can be cleaned.✓
 - Good lighting.✓
 - Food should be stored in large containers with tight fitting lids and must be labelled.✓ (Any 5 × 1)
 - Dry Stores:✓ Temperature must be between 20 °C and 25 °C. ✓
 - Well ventilated. ✓
 - Shelving must be away from floors and walls. ✓
 - Good lighting. ✓
 - Food should be stored in large containers with tight fitting lids and must be labelled. ✓ (Any 5 × 1)
(5 × 2) (10)
- 5.6
- 5.6.1
- Do not use cans that are blown or dented.
 - Keep track of expiry dates.
 - Store canned goods in the dry stores or pantry.
 - Once cans are opened, the content should be stored in an airtight container. (Any 2 × 1)
- 5.6.2
- On arrival inspect all produce.
 - Keep produce in the original packaging.
 - Citrus and stone fruit can be stored at room temperature.
 - Apples and pears can be stored in a cool, dry area.
 - Tubers and root vegetables can be stored food bins in a cool, dry area.
 - Bananas must not be stored in a cold area. (Any 2 × 1)
- 5.6.3
- Store raw poultry in the refrigerator.
 - Poultry must be frozen within 2–3 days of purchase.
 - Seal in an airtight container, foil or freezer bags.
 - Use cooked poultry within three to four days. (Any 2 × 1)
- 5.6.4
- Store milk on refrigerator shelves where it is cooler, rather than in the refrigerator doors.
 - Do not mix new and old milk together.
 - Store in original containers.
 - Long life milk can be stored for month if unopened. If opened it must be used within a week. (Any 2 × 1)
- 5.6.5
- Left over foods must be reheated to 100 °C.

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- Leftover foods should not be reheated more than once.
- Store leftover foods in the refrigerator or freezer.
- Store leftover foods in airtight containers. (Any 2 × 1)
(5 × 2) (10)

- 5.7
- Documentation regarding the delivery (order note).
 - Table for administrative tasks.
 - Thermometer to check the food temperatures on delivery.
 - Sufficient floor space for boxes and crates.
 - Trolleys and hand carts to transports items to various departments. (5)
- [50]**

QUESTION 6

- 6.1
- Starving:✓ Remove the fuel.✓
 - Smothering:✓ Removing the air.✓
 - Cooling:✓ By removing the heat.✓ (3 × 2) (6)
- 6.2 A Class F fire is an oil✓ or fat fire.✓ It can be extinguished by using a chemical specialist extinguisher.✓✓ (4)
- 6.3
- To promote health and safety.
 - To prolong the life of fixtures, fittings and surfaces.
 - To improve the appearance of the establishment. (3)
- 6.4
- Expensive.
 - Can be dangerous.
 - Causes damage 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. Do not transfer it to another area.
 - Carry out the cleaning process in the quickest possible way.
 - Cleaning process aims to achieve clean hygienic surfaces. (Any 4 × 1) (4)
- 6.6
- Good bactericidal activity.
 - Low toxicity to human beings.
 - Must not affect the colour, odour or flavour of processed food.
 - Cheap, effective and convenient.
 - Must be easy to dispense.
 - Must not adversely affect the operator. (Any 3 × 1) (3)

- 6.7
- A swab consisting of a piece of cotton wool twisted round one end of a small stick must be sterile before used.
 - It is moistened in a sterile fluid and excess fluid is removed by pressing against the container.
 - Damp swab is rubbed over the test area to pick up organisms adhering to the surface.
 - The swab is then placed in a sterile fluid to remove organisms from it.
 - Samples of fluid are inoculated into melted cooled nutrient agar and incubated.
- (5)
- 6.8 The provision of a clean, ✓ comfortable ✓ and safe environment. ✓ (3)
- 6.9 6.9.1
- 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.
 - Dust or damp wipe furniture.
 - Clean floors.
 - Replace towels and toilet paper.
 - Replace stationary.
 - Adjust windows.
 - Check any defects and report it.
- (Any 15 × 1) (15)
- 6.9.2
- Dirty or an unclean room.
 - Unsatisfactory food.
 - Rude or unhelpful staff.
 - Charges on their bill that does not equate to their stay.
- (4)
- [50]**

TOTAL SECTION B: 150
GRAND TOTAL: 200