

**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**  
**EXEMPLAR PAPER 1**  
**THEORY (VERBAL) ASSESSMENT**

**CANDIDATE INFORMATION**

<b>SURNAME</b>																					
<b>NAMES</b>																					
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<b>ASSESSMENT CENTRE</b>																					
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**QUALIFICATION INFORMATION**

<b>QUALIFICATION TITLE</b>	<b>Occupational Certificate: Commercial Cleaner</b>
<b>SAQA ID</b>	<b>118709</b>
<b>NQF LEVEL</b>	<b>1</b>
<b>CREDITS</b>	<b>120</b>
<b>DURATION</b>	<b>60 minutes</b>
<b>TOTAL MARKS</b>	<b>60 marks</b>
<b>PASS MARK</b>	<b>75% of 60 marks =45 marks</b>
<b>DATE OF EISA</b>	

## **GENERAL EISA RULES**

1. Candidates are **only** allowed to use the supplied EISA booklets.
2. Candidates are **only** allowed to use a black pen for their answers.
3. Candidates to ensure that their name, surname and EISA registration number appear on the front of your EISA booklet.
4. This is a closed-book examination.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Candidates may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you, the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops is prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Candidates are prohibited from conversing in any manner with other candidates.
11. Candidates may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

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**SIGNATURE OF STUDENT**

### **INSTRUCTIONS TO CANDIDATES**

1. Candidates must complete all questions in this EISA.
2. Candidates must ensure that they use only a black pen when completing this EISA.
3. Should you require additional space to complete your answer, please request additional paper from your invigilator. Ensure that you indicate your name, surname, and EISA registration number at the top of the additional paper. Also, ensure that the question number is marked on your additional paper.

## Question 1

### 1.1 Scenario:

Thandi is a newly appointed cleaner in your section. On her first day, she is assigned to clean the kitchen area and washroom surfaces. The supervisor explains that she will be using different chemicals, including a multi-purpose detergent, a bleach-based disinfectant, and a degreaser for stubborn dirt around the stove.

The manager has asked you to assist with the orientation of Thandi regarding personal protective clothing.

**1.1.1** Referring to the scenario, explain the purpose of personal protective clothing, why it is important to wear and identify four types of protective clothing that could be worn. **(3)**


## Multiple choice questions

### 1.1.2 Choose the correct answer/s (**More than one answer is correct**)

When cleaning commercial offices or premises, it is important to do your planning as well as selecting the correct materials. Using the correct materials ensures:

**I. Using the right resources ensures: (2)**

- A. Safety for cleaners and building occupants
- B. Inefficiency in completing tasks
- C. Professional appearance of the workplace
- D. Short lifespan of surfaces and equipment

**II Various items or equipment are used when cleaning floors. Which items are known as mechanical items? (3)**

- A. Vacuum cleaners,
- B. floor polishers
- C. Mops
- D. Buckets
- E. Pressure washers

I.	
II.	

**1.1.3** Professional conduct refers to the behaviour, attitude, and ethical standards expected from employees in an organization. Describe attitude and ethical standard, Give an example of each

**(4)**

Description	Example


**1.1.4 When preparing to clean the floors, you discover that the floor polisher is broken. Demonstrate how to complete the form provided below, to report the broken equipment**

### **Broken Equipment Reporting**

**1. Date of Report:**

**2. Name of Person Reporting:**

**3. Department / Section:**

**4. Equipment Name:**

**5. Equipment Number / Asset Code:**

**6. Description of the Problem:**

<b>7. When Was the Damage Noticed? (Date &amp; Time):</b>
<b>8. Possible Cause (if known):</b>
<b>9. Was Anyone Injured?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide details:
<b>10. Immediate Action Taken:</b>
<b>11. Recommendation:</b>
<b>12. Signature of Person Reporting:</b>
<b>13. Supervisor's Comments:</b>

<b>14. Supervisor's Signature:</b>

(5)

**SUB - TOTAL: 17 marks**



## QUESTION 2

You have been allocated the duty to clean the manager's office, as well as the kitchen today. Please answer the following questions related to your cleaning.

One of your duties is to clean the different items found above the floor surface.

**2.1.1** Explain what is meant by “**above the floor surface**” provide four examples of equipment that is found above the floor. **(5)**


**Multiple choice questions: Select the correct answer and write it on the table provided below:**

**2.1.2** You are requested to clean the workshop. The procedure for cleaning of different items found above the floor surfaces:

**I. When cleaning wooden furniture, identify the best precaution to take**

- A. Wipe with excessive water
- B. Spray water onto the furniture

- C. Apply polish on the wood
- D. Avoid chemicals and excessive water (1)

**II. How would you clean chairs that have been covered with fabric**

- A. Wipe with a wet cloth
- B. Spray water onto the fabric
- C. Use chemicals e.g. Bleach
- D. Avoid chemicals and excessive water (1)

**III. The procedure for cleaning of different items found above the floor surfaces include:**

- A. Start immediately
- B. Plan your cleaning
- C. Identify different types of items to be cleaned
- D. Clean all items the same (1)

**IV. The correct way of cleaning electric switches is as follows:**

- A. Spray directly on switches with chemicals
- B. Clean with a damp cloth
- C. Touch the switch after you spray it
- D. None of the above (1)

**V. Which of the following equipment is best suited to clean the workshop floor**

- A. Mop and bucket
- B. Vacuum cleaner
- C. Feather Duster
- D. All of the above (1)

I.	
II.	
III.	

VI.	
VII.	

**Multiple choice questions: Select the correct answer and write it on the table provided below:**

**2.1.3 You are requested to distinguish between the various usages of equipment in the kitchenette.**

**I. Understanding the correct use of items in the kitchenette ensures:**

- A) Food and safety hygiene requirements
- B) Absence of efficient workflow
- C) None of the above
- D) All of the above

**(1)**

**II. Which item is primarily used for washing dishes in a commercial kitchenette?**

- a) Toaster
- b) Microwave oven
- c) Food processor
- d) Dish washer

**(1)**

**III. Which piece of equipment is used to toast bread?**

- A) Deep fryer
- B) Immersion blender
- C) Sandwich press
- D) Convection oven

**(1)**

I.	
II.	
III.	

**Multiple choice questions: Select the correct answer and write it on the table provided below:**

**2.1.4 You are requested to differentiate between materials, consumables and tools used for cleaning.**

**i. Identify Chemical or liquid cleaning agents used to remove dirt and germs:**

- A Materials
- B Consumables
- C Tools / equipment
- D None of the above

**(1)**

**ii. Identify Reusable implements used to carry out cleaning tasks**

- A. None of the above
- B. Tools / equipment
- C. Materials
- D. Consumables

**(1)**

**iii. Identify Items that are used up or disposed of during cleaning**

- A. Consumables
- B. Tools
- C. None of the above
- D. Tools / equipment

**(1)**

I.	
II.	

III.	
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**2.1.5** You have been allocated the duty to clean the microwave in the kitchenette. Describe the steps you use. **(5)**


**Multiple choice questions: Select the correct answer and write it on the table provided below:**

**2.1.6 Fixtures installed in an ablution facility or bathroom.**

**I. Identify one fixture that is installed in a commercial ablution facility:**

- A Toilets designed for high traffic
- B hairdryer
- C Separate toilets
- D Separate Showers

**(1)**

- II. **Which option below is considered a bathroom gadget rather than an ablution fitting?**
- A Toilet cubicle partition
  - B High-pressure hand dryer
  - C Freestanding vanity unit
  - D Industrial paper-towel dispenser
- (1)

- III. **Which of the following is typically considered a *commercial ablution component* rather than a bathroom fitting?**
- A Decorative mirror
  - B Soap dispenser (wall-mounted, high-capacity)
  - C Designer towel rail
  - D Freestanding bathtub
- (1)

I.	
II.	
III	

- 2.1.7** Explain why it is important for all staff working in your section to report damages and the condition of all items used for cleaning
- (5)



**Multiple choice questions: Select the correct answer and write it on the table provided below:**

**2.1.8 Procedures for cleaning components of commercial ablution facility**

**I. Which of the following is part of finishing procedures after cleaning an ablution facility?**

- A. Checking to see if all surfaces and equipment have been cleaned
- B. Inspecting expiry dates
- C. Inspecting activities for the next task
- D. Selecting cleaning material (1)

**II. Identify activities included with the cleaning of glass or mirrors**

- A. Spray glass cleaner on mirrors and wipe with a lint-free cloth.
- B. remove equipment
- C. All the above
- D. None of the above (1)

III. **Choose the most appropriate answer. Cleaners use colour-coded cleaning equipment because?**

- A) It improves the appearance of the facility
- B) It ensures cleaning supplies match the brand colours
- C) It prevents cross-contamination between areas
- D) It reduces the number of chemicals needed

(1)

IV. **Identify your first step before applying any chemical to surfaces?**

- a) Ask a supervisor for permission
- b) pre-clean the surface with water or detergent
- c) Turn off the facility's water supply
- d) Heat the surface for better absorption

(1)

V. **Why must disinfectants remain on surfaces for the recommended *contact time*?**

- A) To allow surfaces to dry faster
- B) To ensure maximum germ-killing effectiveness
- C) To prevent damage to tiles
- D) To reduce chemical consumption

(1)

I.	
II.	
III.	
IV.	
V	



**2.1.9 Match the consumable in column A within column B: Select the correct answer and write it on the table provided below:**

<b>Column A Consumables</b>	<b>Column B Purpose and usage</b>
<b>1. Sponges</b>	A) Spot cleaning, drying, wiping surfaces
<b>2. Cleaning cloths / rags</b>	B) Scrubbing small areas and removing stains
<b>3. Floor mats</b>	C) Protect high-traffic areas after cleaning

**(3)**

1.	
2.	
3.	

**2.1.10 Multiple choice questions: Select the correct answer and write it on the table provided below:**

**I. The following forms part of the general preparation of cleaning floors**

- A. Do not remove obstacles, debris, and furniture if possible
- B. Select appropriate cleaning tools, equipment, and chemicals based on the floor type.
- C. PPE: Gloves, aprons, mask, and non-slip shoes is not required
- D. None of the above

**(1)**

**II. The following refers to finishing steps on all floors, except**

- A. Inspect the floor to ensure all areas are cleaned.
- B. Replace furniture or items moved during cleaning.
- C. Remove "Wet Floor" signs once dry.

D. None of the above. (1)

III. All include Finishing Steps (All Floors), except

- A. Inspect the floor to ensure all areas are cleaned.
- B. Do not replace furniture or items moved during cleaning.
- C. Remove “Wet Floor” signs once dry.
- D. Clean and store tools and equipment properly. (1)

I.	
II	
III	

**2.1.11 Discuss three activities involved in stock taking (3)**


**SUB-Total = 43 MARKS**

**GRAND TOTAL = 60 MARKS**