

**Question 36****(12 marks)**

Compare soaps and detergents in terms of the following:

- |     |  |           |
|-----|--|-----------|
| (a) | structure  | (2 marks) |
| (b) | cleaning action; include a labelled diagram to illustrate the cleaning action(s) | (7 marks) |
| (c) | properties in hard water.  | (3 marks) |

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