A social networking service is a platform to build social networks or among people who, for example, share interests, activities, backgrounds or real-life connections. Social media refer to websites and other online means of communication that are used by large groups of people to share information and to develop social and professional contacts. The term is used to describe popular social networking websites, which include: Facebook, Twitter, LinkedIn, and Pinterest.

- **Facebook** - Facebook is a social networking website that was originally designed for college students, but is now open to all ages, young or old. Facebook lets individual users create personal profiles, share photos and videos, and post on each other’s profile pages, or “Timelines.”
- **Twitter** - Twitter is an Internet service that allows people to publish quick updates and see posts or “tweets” of other users they are following in real-time.
- **LinkedIn** - A professional networking website that allows users to create profiles, post restarts, and communicate with other professionals and job-seekers.
- **Pinterest** - an online community that allows users to share ideas and photos with others by “pinning” items and describing them on their profile pages.

Social media became popular after the beginning of web-based technologies used to make websites more active and enable greater user interaction. It has since been worked by the growing use of mobile devices, such as tablets and smart phones, which are commonly used to access social media services. In fact, most social media websites also provide custom Apps that make it easy to view and post updates while on-the-go.

A. Answer the following questions.  

1. What does social media refer to?

______________________________________________________________________________

______________________________________________________________________________

2. Name four popular social networking websites.

______________________________________________________________________________

______________________________________________________________________________
B. Tick ☑ “T” for True or “F” for False statements:  

1. Social media websites provide custom Apps.  
   T ☐  F ☑

2. Facebook is not limited to all ages.  
   T ☐  F ☑

C. Complete the sentences.  

1. ___________________________ is the professional networking website.

2. ___________________________ are commonly used to access social media services.

II. Read the following e-mail and answer the questions that follow:  

Let me give you some background to our company’s setup.
Jumbo Book Store is a company based in Thailand. It has three book stores and a warehouse next to one of the book shops. The store manager, Amiki Sukhon, finds it very difficult to track sales because he uses handwritten sales reports that employees prepare every day. The driver takes the reports and delivers them to the main office. Every day it takes 5 to 6 hours to compile data about the sales. Based on these sales reports, Amiki writes purchase orders for new books, sales figures for the owner and customer information for the marketing department.

In addition, he often gets calls from customers complaining about poor information about available books and stationary products in the warehouse.

Could you spend some time looking at how we can improve our processes?

Regards
D. Answer these questions:  
1x5=5 M

1. What is the customers’ complaint?
______________________________________________________________________________

2. Where is Jumbo Book Store Company based in?
______________________________________________________________________________

3. Who is the store manager of the Jumbo Book Store?
______________________________________________________________________________

4. Why is it difficult to track the sales?
______________________________________________________________________________

5. How much time does it take to compile the data?
______________________________________________________________________________

E. Match the definitions and write numbers in answer column:  
½ x 6 = 3M

<table>
<thead>
<tr>
<th>Department</th>
<th>Data Type</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Finance</td>
<td>a. Employees data, training, and recruitment</td>
<td>1)</td>
</tr>
<tr>
<td>2. Marketing</td>
<td>b. Products specification data, and design</td>
<td>2)</td>
</tr>
<tr>
<td>3. Human resources</td>
<td>c. Data about profits, tax, loans, and shares</td>
<td>3)</td>
</tr>
<tr>
<td>4. Customer relations</td>
<td>d. Help Desk information, and support calls</td>
<td>4)</td>
</tr>
<tr>
<td>5. Production</td>
<td>e. Customer satisfaction survey data</td>
<td>5)</td>
</tr>
<tr>
<td>6. Technical support</td>
<td>f. Product advertisement and competitors’ data.</td>
<td>6)</td>
</tr>
</tbody>
</table>
F. Circle the IT acronyms:  

\[ \frac{1}{2} \times 4 = 2M \]

\begin{tabular}{cccc}
HTML & SAR & WWW & USA \\
ARAMCO & FTP & WLAN & \\
\end{tabular}

G. Fill in the blanks choosing the best answer:  

\[ \frac{1}{2} \times 2 = 1 M \]

1. Karl designs and develops computer games. He is a _________________.

a. software developer  
b. IT support officer  
c. system analyst  
d. network architect

2. His friend solves computer problems. He is a/an _________________.

a. game developer  
b. web developer  
c. IT support officer  
d. Programmer

H. Label the diagram choosing words from the list:

\[ \frac{1}{2} \times 4 = 2M \]

\begin{tabular}{cccc}
Mouse & Monitor & Keyboard & Printer & CPU \\
\end{tabular}
I. Complete these sentences with words from the box:  

\[ \frac{1}{2} \times 4 = 2 \text{M} \]

offer  practice  promote  read  sell

1. People visit CNN.com to ____________________ international news.
2. Some websites want to ____________________ a service.
3. Companies use Amazon.com to ____________________ their products.
4. Students visit Math.com to ____________________ their math.

**GRAMMAR: 10 Marks**

A. Choose the correct answer.  

\[ \frac{1}{2} \times 2 = 1 \text{M} \]

1. All the students will stay home, if it ______________ tomorrow.
   a. rain  b. rained  c. rains  d. raining

2. Did you ____________ downtown yesterday?
   a. went  b. go  c. goes  d. gone

B. Correct the errors.  

\[ 1 \times 2 = 2 \text{ M} \]

1. When time does the movie starts?
   ____________________________________________.

2. I am meeting Ahmed a couple of week ago.
   ____________________________________________.

C. Select the correct verb for the picture:  

\[ \frac{1}{2} \times 2 = 1 \text{M} \]

1. Sana is ________________ a cheese sandwich. (beating / eating )
2. Ali is _____________ in a concert. (swimming / singing)

D. Find the main clause and the time clause.  

1. After I put on my shoes, I went outside.

Main clause: ______________________________________________________

Time clause: ______________________________________________________

2. Salim parked his car before he entered the hospital.

Main clause: ______________________________________________________

Time clause: ______________________________________________________

E. Make question with what, where or who.  

1. __________________________________________________________________?

To my friend’s house. (I went to my friend’s house last week.)

2. __________________________________________________________________?

A gift. (I will buy a gift for my sister.)

F. Complete the sentences using last, yesterday, tomorrow and next.  

1. We will write our exam ________________ week.

2. I met my friend ________________ evening at the mall.

3. Amna went to Dubai ________________ month.

4. We are going to have a meeting ________________ morning.
**WRITING: 10 Marks**

A. Rewrite the sentences with the correct capitalization and punctuation. 1 x 2 = 2 M

1. Mr. Abdullah lives in Riyadh.

2. Huda is studying English this semester.

B. Combine the pairs of sentences using ‘and’ or ‘but’. 1 x 2 = 2 M

1. I like to drink coffee. My friend likes to drink tea.

2. Amna came late to class. Fathma came late to class, too.

C. Complete Ibtisam’s e-mail to Amna asking for a ride to college. 2 M

<table>
<thead>
<tr>
<th>To</th>
<th>------------------</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>Ibtisam</td>
</tr>
<tr>
<td>Subject</td>
<td>-------------------------------</td>
</tr>
</tbody>
</table>

Dear -------------------,

Our car broke down. If possible, give me a ride to college tomorrow. Let me know if it’s alright for you.

Love,

--------------------------

**Form: A - Page 7 of 8  Student ID □□□□□□□□□□□□**
D. Use the answers for the following questions to write a paragraph about your brother.

Give a suitable title too.

1. What’s your brother’s name?
2. How old is he?
3. What does he do?
4. Is he married or single?