

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
DEPARTMENT OF ENGLISH LANGUAGE AND LITERATURE
FINAL EXAMINATION
MAIN EXAMINATION
MAY, 2005

COURSE TITLE : ANALYSIS OF LITERARY AND NON LITERARY TEXTS
COURSE CODE : E3P1
TIMES ALLOWED : THREE (3) HOURS

INSTRUCTIONS:

- 1. THIS PAPER SIX QUESTIONS**
- 2. ANSWER THREE QUESTIONS IN ALL.**
- 3. ALL QUESTIONS CARRY 20 MARKS**

**THIS PAPER IS NOT TO BE OPENED UNTIL THE INVIGILATOR HAS
GRANTED PERMISSION TO DO SO.**

QUESTION 1

(a) Structure of Interaction in **Institutional** settings.

The following are excerpts of calls made to a company called *Choice* which provides services to pick up parcels from one company to another. Read carefully each of these excerpts and then analyse the opening sequence used by the answerer. Your analysis should reveal the extent to which the arrangement of the opening sequence models the organization for which the caller works for. You need to think seriously about the services that this organization provides if you are to make a reasonable analysis.

10 marks

Call # 1

1. A: thanks=for=calling Choice, Melanie speaking.
2. C: hi Melanie I'm calling from Bernard Morse Hospital Cytology Lab?/()
3. A: //okay you'd like a pick=up? (1.5)
4. C: pardon (.2) ye//ah
5. A: //you'd like (.) a package (.) picked up?
6. C: yeah//we need something picked up.=
7. A: //uh
8. A: =uh- kay (.) what hospital is that again?
9. C: uh- its Be:r:nard Mo:rse Ho:spital in Na::tick, ((spoke slower, stretched and more pronounced))
10. A: okay hold o//n

Call # 8

1. A: thanks for calling Choice, Melanie speaking.
2. C: hi this is Nan from the World Trade Center
3. A: okay you'd like a pickup?
4. C: yes
5. A: can I have your account number?

Call # 9

1. A: thanks for calling Choice, Melanie speaking
2. C: hello this is Mary Weber I'm calling from Lozitha Palace

Call # 7

1. A: thanks for calling Choice, Melanie speaking.
2. C: hi Loreen?
3. A: Melanie
4. C: oh Melanie, I'm sorry.
5. A: that's okay can I help you?
6. C: yeah this is Paul From the House on Fire office. I gotta job here.
7. A: okay do you have the account number?

(b) By referring closely to the following examples, discuss how turn-taking is organized

in Conversation.

10 marks

i)

1. Desk: What is your last name [Lorraine.
2. Caller: [Dennis.
3. Desk: What?
4. Caller: Dinnis

ii)

1. Jeanette: Oh you know, Mittie- Gordon, eh- Gordon, Mittie's husband died
(0.3)
2. Estelle: Oh whe::n
3. Jeanette: Well it was in the paper this morning
4. Estelle: It wa::s.
5. Jeanette: Yeah

iii)

1. Fern: Well they're not comin'.
2. Lana: Who
3. Fern: Uh Pam, unless they c'n find somebody.

iv)

1. Guy: Is Rol down by an chance dju know?
2. Eddy: Huh?
3. Guy: Is uh Smith down?
4. Eddy: Yeah he's down.

QUESTION 2

- (a) Discuss fully Brown & Levinson's (1978) theory of politeness. To what extent would you consider the impact of other factors such as age, familiarity, etc on this theory.
10 marks
- (b) How would you explain the 'politeness theory' in relations to your own cultural context.
10 marks

QUESTION 3

Consider the extent to which Paul Grice's (1975) theory of maxims of co-operations has influenced our understanding of talk.

20 marks

QUESTION 4

How do speakers manage turn-taking in conversation. Refer closely to Duncan's (1972) view of turn-taking and illustrate your answer with examples.

20 marks

QUESTION 5

Study the following clips from the 'Times of Swaziland' and answer the question which follow.

SWAZILAND PROPERTY INVESTMENTS LIMITED

- S W A P R O P -

NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that the Annual General Meeting of the shareholders of Swaziland Property Investments Limited will be held on Wednesday the 15th of December 2004 at the Swazi Plaza Offices, Development House, Swazi Plaza, Mbabane, at 12:00pm.

The notice including relevant documentation has been mailed to all shareholders.

QA-44572

GOLF Chico 1.4i, 2001, +/- 80000km. 618 1030. 607 0705. RM-8301-D10-25Nov

HONDA Ballade 1991 with radio tape. E22,500.00 neg. Call 608 7350. RM-8367-D7-30Nov

HONDA Ballade 150 1987, good condition. E13,500.00 neg. 607 6781. RMA-3927-D7-29Nov

ISUZU KB 230 1992, full serviced with alarm system, anti-hijack & immobiliser with canopy. Price E35,000.00. Contacts 518 8120/ 604 0873. L.A. Sibandze. RMA-3941-D2-25Nov

ISUZU 1998 4x4, 2.8 TD, double cab, very good condition, new engine. E125,000.00 neg. 607-1603/604-3838.

EXPATRIATE SELLING

ISUZU KB 220 2000 model, 102000km, towbar, radio, gear lock, white. E80,000.00 neg.

CITI Golf 1600 1994 model, red, 130000km, radio, very good condition, air-con. E25,000.00 neg. Call 611 7350. RM-8335-D5-25Nov

2000 ISUZU KB 320, V6, LX, LDV, 4x2. E95,000.00.
1997 TOYOTA Tazz 1300. E40,000.00.
1992 MITSUBISHI Pajero 2.5D, 4x4. E55,000.00.
1998 TOYOTA Landcruiser Station Wagon, 4x4, many extras. E50,000.00. Prices are negotiable. Tel: 604 2418. R67115-D10-25Nov

- (a) What in your view makes these text.
- (b) How would you argue that the texts represent a particular genre.

20 marks

QUESTION 6

Discuss clearly the differences between spoken and written discourse.

20 marks