UNIVERSITY OF SWAZILAND

FACULTY OF HUMANITIES

AND

INSTITUTE OF DISTANCE EDUCATION

DEPARTMENT OF ENGLISH LANGUAGE AND LITERATURE

FINAL EXAMINATION

MAIN   PAPER

MAY, 2005

COURSE TITLE   :   CONVERSATIONAL ANALYSIS

COURSE CODE   :   ENG 303

TIME ALLOWED :   TWO (2) HOURS

INSTRUCTIONS:

1.   THIS PAPER HAS FOUR QUESTIONS

2.   ANSWER TWO QUESTIONS

3.   QUESTION 1 IS COMPULSORY

4.   ALL QUESTIONS CARRY 30 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 excepts 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 excepts and then analyse the opening sequence used by the answer. 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.

15 marks

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

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 Woburn 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. 15 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.

15 marks

(b) How would you explain the 'politeness theory' in relations to your own cultural context.

15 marks

QUESTION 3

Consider the extent to which Paul Grice's (1975) theory of maxims of co-operations has

influenced our understanding of talk.

30 marks

QUESTION 4

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

30 marks