UNIVERSITY OF SWAZILAND

FACULTY OF HUMANITIES AND THE INSTITUTE OF DISTANCE EDUCATION

DEPARTMENT OF ENGLISH LANGUAGE AND LITERATURE

MAIN EXAMINATION

2007/8

COURSE TITLE: CONVERSATIONAL ANALYSIS

COURSE CODE: ENG 303

TIME ALLOCATED: 2HRS

TOTAL MARKS: 60 MARKS

INSTRUCTIONS

1. ANSWER TWO QUESTIONS IN ALL
2. DO NOT OPEN THIS EXAMINATION PAPER UNTIL YOUR INVIGILATOR INSTRUCTS YOU TO DO SO

Question 1

Discuss in detail the following conversational phenomena, stating in each case how these are key to conversation.

     i) turn taking   (10)

     ii) topic change & topic shift   (10)

Question 2

With the aid of examples discuss Brown & Levinsons' politeness theory. To what extent do factors such as age and social distance impact on this theory? (20)

Question 3

The claim is made that gender plays a significant role to influence talk. To what extent is this claim true? Use examples to support your argument. (20)

Question 4

Actual Realization of a Business Conversation

In this business conversation taken from a large corpus obtained in a Dutch hotel in the neighbour of a conference centre and is attractive for both conference guests and tourists. This is recording a telephone call concerning conversation between an employee of the reservation department of the hotel (H) and a client (c). The type of conversation occurs in the performance of a reservation transaction.

1. H *Good Morning,*
2. *this is the reservation desk, Ann speaking.*
3. C: Good morning.
4. H: *Hello.*
5. C: I would like to make a reservation for March 2, please.
6. H: *Yes*
7. *for one night only?*
8. C: For one nigh
9. H: *could you give me the name of the guest, please?*
10. C: Tom Wilkinson.
11. H: *Wilkinton.*
12. C: Wilkinson.
13. H: *Okay*
14. *will the guest pay the bill in our hotel?*

15. C. Just one moment....
16. No,
17. could you can send the bill to REM Slochteren, please?
18. H: *Okay*
19. *could you give me a fax number?*
20. C: 78.
21. H: *Yes*
22. C: 9208
23. H: *Okay thanks*
24. *We will send a fax for affirmation*
25. C: Yes?
26. H: *Thanks.*
27. C. Thanks
28. bye
29. H: *Bye*

Comment on how turns are maintained in this conversation also what would conclude are the main features of this conversation. (20)