

Cambridge University Press

978-1-107-03582-9 - The Language of Service Encounters: A Pragmatic-Discursive Approach

J. César Félix-Brasdefer

Index

[More information](#)

Index

- activity type, 10
- address forms, 204
 - Blas-Arroyo, José Luis, 219
 - Brown, Roger and Albert Gilman, 205
 - Clyne, Michael, Catrin Norrby, and Jane Warren, 206
- endearment, 206
- familiarizers, 206
- family names, 209
- Fontanella de Weinberg, Maria
 - Beatriz, 206
- honorifics, 207
- Kaul de Marlangeon, Silvia, 206
- pronouns, 208
- titles, 209
- vocatives, 209, 210, 212, 215
- alignment, 14
 - Goffman, 13
- alignment
 - shifts in, 22
- Antonopoulou, Eleni, 65
- Aston, Guy, 66
- Bailey, Benjamin, 44
- bargaining, 158–159
- bilingual encounters, 77
 - Callahan, Laura, 62
- Blum-Kulka, Shoshana, Juliana House, and Gabriele Kasper, 27
- bottom-up, 51
- Clark, Herbert H., 54
- code-switching, 62
- common ground, 34
- communicative action, 70
 - Habermas, Jürgen, 10
- comprehensive discourse analysis, 32
- computer-mediated communication, 37–38, 239
 - Herring, Susan, 37
 - Herring, Susan, Dieter Stein, and Tuija Virtanen, 239
- context, 39
 - cognitive, 206
 - contextualization cues, 47
 - Fetzer, Anita, 13
 - Gumperz, John, 32
 - interactional, 32
 - setting, 34
 - social, 42
- Conversation Analysis, 28–31
 - adjacency pair, 29
 - dispreferred response, 173–176
 - Hutchby, Ian and Robin Wooffitt, 25
 - preferred response, 174
 - repair, 195
 - Schegloff, Emanuel, 29
 - turn-constructual units (TCUs), 29
- Critical Discourse Analysis, 36–37
 - macro-speech act, 36
 - power, 37
- cross-cultural, 83
 - Boxer, Diana, 83
 - Geluykens, Ronald, 163
- Culpeper, Jonathan, 165
- customer dissatisfaction, 192–197
- data collection, 18–19, 70
 - Cohen, Andrew, 237
 - Duranti, Alessandro, 14
 - Kasper, Gabriele, 14
- diminutive, 44
- discourse, 3
 - discourse types, 3
 - Schiffrin, Deborah, 24
 - Scollon, Ron and Suzanne Scollon, 5
- discourse coherence, 33
 - act structure, 33
 - exchange structure, 72
 - idea structure, 33
 - information state, 33
 - participation framework, 33

Cambridge University Press

978-1-107-03582-9 - The Language of Service Encounters: A Pragmatic-Discursive Approach

J. César Félix-Brasdefer

Index

[More information](#)

Index

275

- face, 38, 70
 - Arundale, Robert, 191
 - Bargiela-Chiappini, Fancesca and Michael Hauh, 1
- facework, 5
- Goffman, Erving, 13
- Márquez Reiter, Rosina, 50
- Félix-Brasdefer, J. César, 97
- Filliettaz, Laurent, 51
- footing, 109
- formulaic language, 235
 - Bardovi-Harlig, Kathleen, 236
 - Kecskes, Istvan, 238
 - Wray, Alison, 235
- frame, 3
 - Goffman, Erving, 3
 - Schank, Roger and Robert Abelson, 51
- scripts, 51
- French service encounters, 74
- Gavioli, Laura, 93
- genre, 141
 - Swales, John M., 2
- Hanks, William F., 175
- Hmed, Neijete, 77
- Holmes, Janet, 100
- Hymes, Dell, 12
- indexicality, 205
 - Morford, Janet, 206
 - Silverstein, Michael, 206
- Indiana, 248
- institutional discourse, 4
 - Agar, Michael, 25
 - Arminen, Ilkka, 4
 - Drew, Paul and John Heritage, 25
 - Heritage, John and David Greatbatch, 25
 - symmetric–asymmetric continuum, 55
- interactional resources, 85
- interactional speech, 183
- interethnic service encounters, 46
- interpersonal function, 49
- intracultural, 163
 - Kecskes, Istvan, 236
- intra-lingual, 238
 - Fried, Mirjam, 6
- joint, 9, 34
 - action, 34, 227
 - activity, 234
- Kerbrat-Orecchioni, Catherine, 5
- language functions, 7
 - Bühler, Karl, 7
 - Firth, John R., 9
 - Halliday, Michael A. K., 24
 - Jakobson, Roman, 7
 - Plato, 9
 - Wittgenstein, Ludvig, 9
- Leech, Geoffrey, 39, 206
- levels of pragmatic analysis, 35, 43
 - actional, 44
 - formal, 35, 43
 - interactional, 35, 44
 - non-verbal, 39, 46
 - organizational, 46
 - prosodic, 47
 - stylistic, 44
 - topic, 35, 46
- Levinson, Stephen, 54
- Lindenfeld, Jacqueline, 57
- macro-social factors, 42, 78
 - age, 234
 - gender, 234
- macro-social variables
 - topic control, 46
- Malinowski, Bronislaw, 71
- Merritt, Marilyn, 72
- Mexico, 74
 - Guanajuato, 16
 - Lastra de Suárez, Yolanda, 218
 - Lipski, John, 17
 - Martín Butragueño, Pedro, 83
 - Mexico City, 16
 - Yucatán, 15, 83
- Mitchell, T. F., 142
- multilingual contexts, 238
 - Juillard, Carline, 238
- multimodal discourse, 35
- negotiation of service, 46
- non-verbal communication, 46–47
 - Kendon, Adam, 238
- Ohio, 242
- participants,
 - child customer, 138
 - clerk, 162
 - customer, 164
 - roles, 166
 - server, 182
 - vendor, 183

Cambridge University Press

978-1-107-03582-9 - The Language of Service Encounters: A Pragmatic-Discursive Approach

J. César Félix-Brasdefer

Index

[More information](#)

276 Index

- Placencia, Maria Elena, 183
- politeness, 191
- Brown, Penelope and Stephen Levinson, 217
 - customer dissatisfaction, 192
 - impoliteness, 39
 - Kádár, Daniel Z. and Michael Haugh, 38
 - Kong, Kenneth, 50
 - Lakoff, Robin, 134
 - Locher, Miriam and Richard Watts, 5
 - Mills, Sara, 5
 - rapport management, 14
 - relational talk, 14, 182
- pragmalinguistic, 42
- pragmatic variable, 36, 235
- Cameron, Richard and Scott Schwenter, 42
 - Jucker, Andreas and Irma Taavitsainen, 235
 - Schneider, Klaus, 235
 - Terkourafi, Marina, 235
- pragmatic variation
- Félix-Brasdefer J. César and Dale April Koike, 27
 - Yates, Allison, 61
- pragmatics, 43
- Huang, Yan, 2
- pronominal form, 89, 208, 221
- prosody, 98
- high terminal, 98
 - low terminal, 114
 - prosodic downgrader, 98
- rapport management, 184
- Spencer-Oatey, Helen, 192
- regional variation, 21
- Relevance Theory, 177
- Wilson, Deirdre and Dan Sperber, 3
- request for service, 181
- for information, 8
 - internal modification, 238
- request variants, 45
- assertion, 27
 - Ciliberti, Anna, 68
 - conventional, 68
 - direct question, 95
 - elliptical, 95
 - imperative, 97
 - implicit, 122
 - non-conventional, 170
 - want statement, 177
- sales transaction, 185
- sequence, 178
- bargaining, 230
 - closing, 234
 - greeting, 234
 - opening, 234
 - pre-sequence, 85
 - request–response sequence, 124
 - request–suggestion sequence, 171
 - thank-you exchange, 186
- service encounter, 187
- Brodine, Ruey, 67
 - classification, 81
 - commercial, 81
 - e-service, 239
 - encounter, 41, 112
 - non-commercial, 2
 - non-transactional talk, 4
 - transactional talk, 3
- settings, 5, 41
- open-air market, 6
 - small shop, 15
 - supermarket delicatessens, 21
 - visitor information center, 21
- small talk, 21
- Coupland, Justine, 72
 - phatic talk, 126
- social action, 141
- sociolinguistics, 2
- Interactional Sociolinguistics, 32, 142
 - Kiesling, Scott, 233
 - Labov, William, 117
 - Tagliamonte, Sali, 140
 - Wolfram, Walter and Schilling-Estes, 83
- speech act, 27
- Austin, John L., 12, 27
 - felicity conditions, 12
 - illocutionary, 27
 - intention, 28
 - locutionary, 27
 - perlocutionary, 27, 235
 - Searle, John. R., 12
 - theory, 12
 - uptake, 28
- Systemic Functional Linguistics, 31
- generic structure, 31
 - genre, 31
 - register, 64
- top-down, 71
- transaction, 71
- Traverso, Véronique, 75
- trilingual service encounters, 77
- Variational Pragmatics, 35–36
- Barron, Anne and Klaus Schneider, 27
 - Schneider, 35
 - Ventola, Eija, 49