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Negative Politeness Strategies in Business Correspondence

Eva Kubantová

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Jméno a příjmení: **Eva Kubantová**
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Z á s a d y p r o v y p r a c o v á n í :

Cílem bakalářské práce je prostudovat užití negativní zdvořilosti v obchodní korespondenci. Studentka nejprve na základě odborné lingvistické literatury představí pragmalingvistickou koncepci zdvořilosti autorů Brownová a Levinson, stručně uvede hlavní typy zdvořilostních strategií, se zaměřením na vydefinování pozitivní a negativní zdvořilosti. Dále podrobně popíše nejčastější jazykové prostředky negativní zdvořilosti, jejich užití a funkce. Následně provede analýzu vybraných vzorků anglické obchodní korespondence s cílem zmapovat frekvenci užití jednotlivých jazykových prostředků, popsat kontexty, ve kterých se vyskytují, a objasnit jejich funkce. Na závěr zhodnotí efektivitu užití strategie negativní zdvořilosti s ohledem na zkoumaný registr a dopad na adresáta.

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Vedoucí bakalářské práce:

PhDr. Petra Huschová, Ph.D.

Katedra anglistiky a amerikanistiky

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prof. PhDr. Petr Vorel, CSc.
děkan

L.S.

 **Univerzita Pardubice**
Fakulta filozofická
532 10 Pardubice, Studentská 84



doc. Šárka Bubíková, Ph.D.
vedoucí katedry

V Pardubicích dne 30. listopadu 2014

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Tímto bych ráda poděkovala své vedoucí bakalářské práce PhDr. Petře Huschové, Ph.D. za poskytnuté konzultace při dokončování práce.

ANNOTATION:

This bachelor thesis deals with the usage of negative politeness strategies in business correspondence. The aim of the paper is to investigate the linguistic usage, its context and function. The paper is divided into a theoretical section, purpose of which is to investigate Brown and Levinson's pragma-linguistic concept of politeness and discuss the most common linguistic devices of negative politeness, their use and function. The analytical part consequently examines the linguistic features occurred in the provided sample of business correspondence.

Key words: politeness, negative politeness strategies, indirectness, modal verbs, business correspondence.

ANOTACE:

Bakalářská práce zkoumá užití negativní zdvořilosti v obchodní korespondenci. Cílem práce je zmapovat frekvenci užití jazykových prostředků, popsat kontexty, ve kterých se vyskytují, a objasnit jejich funkce. Práce je rozdělena na teoretickou část, kde je na základě odborné literatury představena pragmalingvistická koncepce zdvořilosti autorů Brownová a Levinson a jsou zde zmíněny nejčastější jazykové prostředky negativní zdvořilosti, jejich užití a funkce. Druhá část práce je praktická a zde jsou zkoumány vzorky anglické obchodní korespondence.

Klíčová slova: zdvořilost, negativní zdvořilostní strategie, nepřímost, modální slovesa, obchodní korespondence.

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INTRODUCTION

This bachelor thesis deals with negative politeness strategies in business correspondence. It is a linguistic topic which is broadly discussed not only among the main experts in the field of linguistics but also among non-linguists. This topic is closely related to social studies as well, but the objective of this paper is to analyse the occurrence and usage of linguistic means rather than the social aspects. More specifically, it focuses on linguistic devices employed in expressing negative politeness in provided business correspondence.

The paper is structured into two parts, a theoretical part, where the topic of politeness in general is introduced and moves towards negative politeness strategies. Next, linguistic devices are introduced and presented. Lastly, the second part is analytical, the aspects presented in the theoretical part are put into practice through exploring a certain amount of business correspondence.

1 POLITENESS

Politeness is a “battery of social skills whose goal is to ensure that everyone feels affirmed in a social interaction” (Foley 1997, 270). Therefore, being polite can be an attempt for a speaker to save his or her own face or the face of a hearer. This is true and important especially in the world of business where people involved must be aware of and follow special rules in order to effectively communicate with others and be successful in achieving their goals. For better understanding of the topic of politeness and further analyses, the following chapter deals with major theoretical approaches.

1.1 To the definition of politeness

The aim of this chapter is threefold. Firstly, it provides a brief general outline of the phenomenon of ‘politeness’, particularly the basic concepts of politeness in pragmatics and modern theories of politeness in linguistics. Secondly, it compares some of many definitions of politeness with one another and lastly, it explains whose theory of politeness is central to this work and why it is so.

To start chronologically with presenting some approaches to linguistic politeness, Watts (2005) states that the first linguist who attempted to define ‘politeness’ was Robin Lakoff in her work from 1973 (Watts 2005, 5). Lakoff’s suggestion is that politeness is developed by societies in order to reduce friction in personal interaction, which implies that friction is undesirable and that societies ‘invent’ politeness to prevent, or at least minimise it (Watts 2005, xv). Similarly to Lakoff, Geoffrey Leech (1983) defines politeness in a very similar way. According to him, politeness is defined as “strategic conflict avoidance” and he describes it as behaviour that tries to establish and maintain **comity**, which means the ability of participants in a communication to guarantee that the communication takes place in a relatively harmonious atmosphere. Leech further suggests that it may be measured in terms of the degree of effort put into the avoidance of a conflict situation (Leech 1983, 104). Moreover, Lakoff (qtd. in Watts), inspired by Grice’s work, gives two rules of pragmatic competence. It is a theory of the ability to use the language appropriately considering to whom we are talking, what we are talking about, and how we are talking:

1. Be clear.
2. Be polite. (Watts 2005, xv)

According to Wilamová (2004), Lakoff claims that these two rules of pragmatic competence may either reinforce each other or be in conflict. Generally the first rule of clarity is observed when communication is the main aim, whilst the second rule of politeness should be preferred if maintaining a closer friendly relationship is of primary concern. Moreover, Lakoff further develops the second rule of politeness and states the following three sub-rules:

1. Do not impose
2. Give options
3. Make the addressee feel good, be friendly (Wilamová 2004, 19).

Another approach to the definition of politeness, the most significant and central to this paper, is the one of Brown and Levinson's (1987). In their work, they describe the politeness theory with the help of the concept of *face*, namely a positive face and a negative face (Brown and Levinson 1987, 62). By the term *face*, they mean individuals' self-esteem which is something that is emotionally invested – can be lost, maintained or saved, and must be permanently attended to in cooperation. Therefore, Brown and Levinson proposed that it is necessary to minimise the imposition that is put on the hearer in the interaction in order to make possible communication between potentially aggressive parties (Brown and Levinson 1987, 1).

In 1980, Fraser and Nolen defined politeness as “a property associated with a voluntary action” which Watts (2005) comments as the most mysterious and difficult to understand definition of all (Watts 2005, xvi). Basically, they view it as participants' aim to avoid any potential conflict in a socio-communicative verbal interaction.

Lastly, Sachiko Ide (1989), in her definition of linguistic politeness, associates the language usage with smooth communication which is realized via the speaker's use of intentional strategies in order to allow his or her message to be received favourably by the addressee, and also via “the speaker's choice of expressions to conform to the expected and / or prescribed norms of speech appropriate to the contextual situation in individual communities” (Ide 1989, 225).

As seen from all the definitions mentioned above, every author explains politeness in his or her own view and all of them agree that politeness is a universal feature of human social

interaction, the purpose of such interaction is avoiding conflict, fostering mutual comfort and promoting rapport. Moreover, Brown and Levinson (1987) state that politeness is a linguistic expression of social relationships (Brown and Levinson 1987, 49). Politeness is from these definitions seen from a rather social point of view and therefore it shows that politeness lies at the junction between the study of certain forms of language usage and the study of processes of socialisation and social behaviour. However, there is a statement of Leech (2014) who proposes the following important features from the linguistic point of view: frequent use of questions, modal auxiliaries and hypothetical past tense forms of verbs, all these are used to express a polite request. To illustrate this statement, the following request form can be presented:

Could you write it down for me?

This request illustrates all three of the mentioned features. Good reasons for these features contributing to politeness can be given. Firstly, it is the question form which consults an addressee and gives an opportunity for the addressee to accept or refuse. Secondly, the use of the modal auxiliary verb *Could* means that the question is about the addressee's ability to comply with the request rather than willingness. Therefore, in principle, that offers another opportunity to refuse because the addressee might reply without offending the speaker expressing that he or she is not able to carry out the speaker's wish, for example for lack of time, paper or so on. And thirdly, there is the use of the hypothetical past tense *Could* instead of *Can* which places the whole request itself into a possible world rather than the real world, thereby it distances the request from the time happening now and from direct imposition (Leech 2014, 13). Most authors, such as Watts (2005) in claiming that politeness is rational behaviour aimed at the strategic softening of face-threatening acts, often refer to Brown and Levinson and because of the fact that their theory of politeness is the most complex, this paper regards their definition as the most relevant for its further study and the following chapter will focus on their explanation of politeness.

1.2 Face as aspects and wants

As it has been mentioned, Brown and Levinson's theory of politeness is based on the notion of *face*. The concept of *face* itself is first derived from Goffman (qtd. in Brown and Levinson 1987) who states that *face* is connected with a social contact only and depends on all interactants (Brown and Levinson 1987, 61). Grundy (2008) states that the notion of *face* is a property that

human beings have and it is broadly comparable to self-esteem. (Grundy 2008, 195). Similarly Yule (1996) claims that *face* is an individual's public self-image (Yule 1996, 128). Brown and Levinson (1987) broaden this statement and define *face* as follows:

'face', the public self-image that every member wants to claim for himself, consisting in two related aspects:

- (a) Negative face: the basic claim to territories, personal preserves, rights to non-distraction – i.e. to freedom of action and freedom from imposition
- (b) Positive face: the positive consistent self-image or 'personality' (crucially including the desire that this self-image be appreciated and approved of) claimed by interactants (Brown and Levinson 1987, 61).

Moreover, Brown and Levinson (1987) claim that people cooperate with one another in maintaining face in their interaction. Everyone's face depends on everyone else's being maintained and it is in every participant's best interest to maintain each others' face because people can be expected to defend their faces if threatened, and while defending their own to threaten others' faces. Face is constantly at risk during an interaction. Furthermore, they specify the above aspects to basic wants, which every member knows every other member desires and therefore restate negative face as the want of every individual whose actions will not be impeded by others. In other words, they desire freedom from imposition (Brown and Levinson 1987, 62). Note the following example:

You couldn't let me have a bit of paper by any chance, could you?

As Grundy (2008) comments, the use of a redressive language designed to compensate for a threat to a face and thus to satisfy the face wants of our interlocutors is an example of politeness. The remote *could*, the pessimistic negative and *by any chance*, the minimizing *a bit* and the tag are all oriented to the addressee's negative face and try to compensate for face-threatening behaviour and play down the imposition and a potential loss of a face that having to give someone a piece of paper involves (Grundy 2008, 195).

On the other hand, a positive face is defined as the want of every individual that his or her actions are desirable to at least some others (Brown and Levinson 1987, 62). The sentence below is an example of an utterance oriented to the positive face of the addressee:

Got the time mate.

According to Grundy (2008), the relation claiming *mate* and the informality of elliptical *Got* show that the utterance is oriented towards the positive face of the addressee who is being treated equally as a friend which is the hearer's desire (Grundy 2008, 196).

1.2.1 Face-threatening acts

In everyday cooperation between people, there are certain kinds of acts that threaten face. In order to avoid any kind of act that may cause a potential discomfort to other participants, people need to decide what strategy to use. To be specific, according to their social status, age, formality of the current occasion or how well they know one another, they need to decide what degree of formality is appropriate for a certain situation.

As Watts (2003) claims, in communication, speakers and hearers have to take into consideration the social distance between one another and consider the power that a hearer has over a speaker (Watts, 2003, 81). A sales representative of a small local company will most likely use more polite and indirect language in dealing with a market leading company in a country, such as the following example:

Would it be please possible to share the results with us?

And in comparison, an imperative and direct language would be used in the communication between two friends chatting at a supermarket, like the example below:

Give me a pound for the trolley, love!

Additionally, Brown and Levinson (1987) came up with three social factors which participants need to consider before an interaction. The factors are as follows: the 'social distance' (D), the relative 'power' (P) and the absolute ranking of impositions (R). Those sociological variables together form the 'weightiness' of face-threatening acts (Brown and Levinson 1987, 74). It is seen in Grundy's (2008) illustration:

Social Distance (D) + Power Differential (P) + Ratio of Imposition (R) = degree of face-threat to be redressed by appropriate linguistic strategy (Grundy 2008, 197).

1.2.2 Strategies for doing face-threatening acts

Brown and Levinson (1987) make a distinction between acts that threaten the negative face and those that threaten the positive face. To present some of those acts that primarily threaten addressees' negative-face wants, by indicating that a speaker does not intentionally avoid imposing on addressee's freedom of action, include for instance orders, requests, suggestions, reminders, warnings or offers (Brown and Levinson 1987, 65). See the examples:

Could you possibly send your car to pick up the delivery?

On the other hand, the acts that threaten the positive-face want, where a speaker does not really care about hearers' feelings and wants, are for example criticism, expressions of disapproval, challenges, bringing of bad news about a hearer, or good news about a speaker, etc.:

Give us 10 rupees, sonny. I need it.

Big news! I need cash. Younger brother, I've got to go to Vellakovil. I'll give it back tomorrow. (Brown and Levinson 1987, 66)

Furthermore, Brown and Levinson (1987) define five basic politeness strategies which may be used in order to avoid face threatening acts or at least help to carry out a participant's message in a more or less different manner. The strategies are as follows:

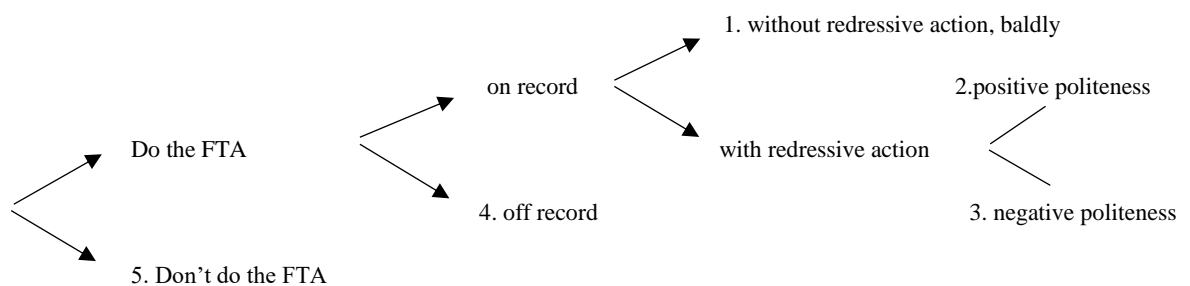


Figure 1: Possible strategies for doing FTAs

Figure 1: Possible strategies for doing FTAs (Brown and Levinson 1987, 69)

During a conversation, any participant is willing to find a certain strategy that would either avoid a face-threatening act, number 5 in Brown and Levinson' figure above, or at least try to soften the face-threat to a minimum. This is further described by Brown and Levinson (1987) in the process of choosing the strategy: First of all, the speaker has to decide to go either on-record or off-record. Performing the face-threatening act on-record baldly is classified as the first strategy and at the same time the most face-threatening. It is in contrary to the last fifth strategy which is the least face-threatening. Brown and Levinson (1987) state that "doing an act baldly, without redress, involves doing it in the most direct, clear, unambiguous and concise way possible" (Brown and Levinson 1987, 69), which is demonstrated in (1)-(3).

(1) *Come in!*

(2) *Do sit down.*

(Brown and Levinson 1987, 69)

(3) *Open the window.*

(Lakoff and Ide 2005, 3)

However, performing a face-threatening act on record may be also done with redress. Redressive politeness strategies are twofold; a positive politeness strategy and a negative politeness strategy. Brown and Levinson's positive politeness strategy is classified as the second most threatening strategy, however the face-threatening act does not mean a negative evaluation in general of the hearer's face because the speaker treats the hearer as a member of an in-group or a friend whose wants are known and liked (Brown and Levinson 1987, 70).

2 SPEECH ACTS AND NEGATIVE POLITENESS STRATEGIES

While the first chapter is mainly about a general outline of the phenomenon of politeness, including the presentation of some politeness theories and moving the focus towards the politeness strategies of Brown and Levinson's, the aim of this second chapter is to examine some of the major linguistic devices which are closely related to expressing the negative politeness. As it has been already mentioned in the description of the negative politeness strategy, indirect speech acts play a significant role in that field and therefore the following section first attempts to introduce speech acts in general while moving to the nature of indirect speech acts which are relevant to this paper. Moreover, a list of Brown and Levinson's negative politeness strategies is introduced in this chapter as it will be central to the analysis.

2.1 Speech acts and classification

The theory of speech acts represents a field of linguistics which is closely linked to pragmatics and according to Wilamová (2004), there are some aspects of 'indirectness' which are considered to be main issues in the speech act theory in terms of its link to 'politeness' (Wilamová 2004, 26). According to Levinson (1983), speech act theory has most likely aroused the broadest interest and "in linguistic pragmatics, speech acts remain, along with presupposition and implicature in particular, one of the central phenomena that any general pragmatic theory must account for" (Levinson 1983, 226). Speech acts are basically actions which are performed by syntactic structures and words. Mey (1993) and Yule (1996) claim that the speech acts are "verbal actions" and while uttering a speech act, people do something with their words, they perform an activity (Mey 1993, 95), (Yule 1996, 47). Yule (1996) furthermore says that "speech acts are ways of doing things with our words – our words work for us in speech acts". Actions performed through utterances are generally called speech acts and they are usually "given more specific labels, such as apology, complaint, compliment, invitation, promise, or request" (Yule 1996, 47).

Moreover, according to Mey (1993), it is the function in speech which is the most important thing about speech acts and what counts is how the participants use them (Mey 1993, 135). Yule (1996) proposes an approach to distinguishing types of speech acts, thus on the basis of **sentence structures**. Given the three basic sentence types, namely declarative, interrogative

and imperative, Yule describes an easily recognized relationship between these structural forms and three general communicative functions, such as a statement, a question and a command/request.

- a. You wear a seat belt. (declarative)
- b. Do you wear a seat belt? (interrogative)
- c. Wear a seat belt! (imperative)

He claims that always when “there is a direct relationship between a structure and a function, we have a **direct speech act**. On the other hand, when there is an indirect relationship between a structure and a function, we have an **indirect speech act**” (Yule 1996, 54), this will be described separately in the following subchapter.

Additionally, Searle (quoted in Mey 1993) introduces a general classification system which lists five types of general functions performed by speech acts: declarations, representatives, expressives, directives and commissives (Searle in Mey 1993, 119): Firstly, **declarations** are according to Yule (1996) kinds of speech acts that change the world through their utterance: *Priest: I now pronounce you husband and wife.* (Yule 1996, 53). Secondly, there are **representatives** and as Levinson (1983) claims, they commit a speaker to the truth of the expressed proposition. Yule (1996): *It was a warm sunny day.* Those acts state what speakers believe in and represent the world as they believe it to be (Yule 1996, 53). Another acts are **expressives**, according to Levinson (1983), they express a psychological state, they are subjective and they do not provide anything about the factual world (Levinson 1983, 240). Yule (1996) adds that these acts can be statements of pleasure, pain, like, dislikes, joy or sorrow. *I’m really sorry! Or Congratulations!* (Yule 1996, 53). **Commissives** are according to Yule (1996), differently from the previous ones, those kinds of speech acts that commit a speaker to some future course of action: *I’m going to get it right next time.* In this case the speaker commits himself or herself to an intention uttered as a promise to the future (Yule 1996, 54). And lastly, the most important speech act regarding negative politeness strategies, **directives** are, as Levinson (1983) claims, actions performed in speaking which are attempts by the speaker to get the addressee to do something, such as requests and questioning (Levinson 1983, 240). Yule (1996) adds that they express what the speaker wants, for example: *Gimme a cup of coffee. Make it black.* (a positive politeness strategy) and *Could you lend me a pen, please?* (a negative politeness strategy), (Yule 1996, 54).

2.1.1 Indirect speech acts

After introduction of speech acts, the focus will be moved to indirectness because it is connected with business correspondence. It has been mentioned that different sentence structures can have different functions and it can be illustrated on the following examples from Yule (1996):

- a. Move out of the way!
- b. Do you have to stand in front of the TV?
- c. You're standing in front of the TV.
- d. You'd make a better door than a window.

All these structures are different, yet accomplish the same function, where the speaker wants the hearer not to stand by the TV. All the utterances have the function of a command/request, which is so typical for negative politeness strategies, but it is only the imperative structure (a) that represents a direct speech act. The following sentence (b) is an interrogative structure. It is not used only as a question, therefore it represents an indirect speech act. The last remaining sentences (c) and (d) are also representatives of indirect requests (Yule 1996, 54). Such examples of indirect requests frequently occur in business correspondence and as Palmer (1986) adds, those sentences, for example the interrogatives being used as indirect speech acts: *Can you open the door?* or *Can you come later?* are not formally exactly like normal interrogatives and very importantly often accompanied by *please*, which is a marker of a request and has become highly conventionalized. Moreover, such expressions have become fixed phrases and also “partly grammaticalized as requests rather than questions”. Moreover, it is essential to mention that the modal verb *can* is not here replaceable by *be able to*. Are you able to open the door? or Are you able to come later? (Palmer 1986, 32). These are not identical with the previous set and thus do not carry the same meaning. On the other hand, Yule (1996) comments that the act of asking a question about the addressee's supposed ability, such as *Can you?* Or *Could you?*, or future probability with regard to accomplishing something, like *Will you?* Or *Would you?*, is actually considered to be a typical pattern in the English language that normally counts as a request to actually do that something (Yule 1996, 56). Therefore, requests like: *Could you pass the salt?* or *Would you open this?* are typical examples of negative politeness strategies. Indirect speech acts are generally associated with greater politeness in English than direct speech acts.

The following types of sentences are typical examples of negative politeness strategies.

- (i) Can you close the door?
- (ii) Are you able by any chance to close the door?
- (iii) Would you close the door?
- (iv) Would you mind closing the door?
- (v) Would you be willing to close the door?
- (vi) May I ask you to close the door?
- (vii) It might help to close the door.
- (viii) Hadn't you better close the door? (Gazdar 1981 in Levinson 1983, 263)

The list shows that the more indirect an illocution is, the more diminished and tentative its force tends to be. According to Leech (1983), the purpose of indirectness is to bias the impositive more and more towards the negative choice, so that it becomes progressively easier for a hearer to refuse. By this, negative politeness is increased, while serving the avoidance of the cost to a hearer. For example, the sentence *Answer the phone*, the speaker expresses his or her belief that the hearer is willing to perform the intended action. The use of an imperative does not allow the hearer any other choice in the matter. On the other hand, if individuals use a question form *Can you answer the phone?* It is then doubtful whether the hearer do the intended action (Leech 1983, 109).

2.2 Brown and Levinson's negative politeness strategies

The previous section has provided a detailed description of speech acts. The aim of this part is to examine the negative politeness strategies used in business correspondence. There is a list of Brown and Levinson's strategies which will also become the main focus for the research of this paper. Grundy (2008) comments that these strategies are available to Brown and Levinson's Model Person having the negative face which includes a wish not to be imposed on by other people and to be allowed to go about its own business unimpeded and with all rights to free and self-determined action intact (Grundy 2008, 195).

1. Be conventionally indirect
2. Question, hedge
3. Be pessimistic
4. Minimize imposition
5. Give deference
6. Apologize
7. Impersonalize
8. State the imposition as a general rule
9. Nominalize
10. Go on record as incurring a debt (Brown and Levinson 1987, 131)

2.2.1 Be conventionally indirect, question and hedge

The strategy of *being conventionally indirect* is the first negative politeness strategy. It is the use of indirect speech acts that is central to this strategy and as Brown and Levinson (1987) claim, indirect speech acts are certainly the most significant form of conventional indirectness (Brown and Levinson 1987, 132). Indirect speech acts use directives to get something from someone and make requests in a way that no hearer gets offended. This strategy is considered to be the main linguistic means in business correspondence.

Would there be a cigarette on you? (Brown and Levinson 1987, 143)

Moreover, the strategy is very closely related to the second strategy of *questioning and hedging*. In this part, they will be joined together. Both these strategies can be considered to be

related to each other because the indirect speech acts are mainly expressed by interrogative sentence structures and modal verbs. Yule (1996) claims that “one of the most common types of indirect speech act in English has a form of an interrogative, but is not typically used to ask a question”. To specify it, individuals do not expect only an answer, it is an action what they expect. On the other hand, it is very rare to use an imperative structural form to issue requests in English (Yule 1996, 54). As Brown and Levinson (1987) claim, the strategy of questioning and hedging helps to make utterances more polite and furthermore the linguists mention that speakers use this strategy when they cannot assume that hearers are able or even willing to do any acts predicated of speakers (Brown and Levinson 1987, 145). Interrogative forms suggest that the addressee can decide whether to refuse the request or not.

I was wondering, could you come earlier?

2.2.2 Other politeness strategies

The first two negative politeness strategies have already been introduced. It has been also mentioned that both strategies are part of each other and therefore, in this part, they will be described together. A similar connection can be found between some of the remaining strategies which are considered to be minor strategies due to the extent of this bachelor paper and expected lower occurrence.

It is the strategy of *stating the imposition as a general rule*, the strategy of *minimizing imposition* and the strategy of *impersonalizing* which can be described together. The use of these strategies is very common in business correspondence. The purpose of this use is that speakers express their wish not to impinge on hearers and the way they do it is to phrase a face-threatening act as if the agent was other than the speaker, or not the speaker alone, and the addressee was other than the hearer. It can be achieved by pluralization of the pronouns *you* and *I* and also by using the passive voice as it avoids reference to the people who are involved.

We would like to ask your company to give us a prompt reply.

It is expected to arrive on Friday the latest.

Furthermore, it is also a choice of specific expressions which can help to minimize some imposition on hearers or some intrusions into their space. Brown and Levinson (1987) mention,

expressions like *a tiny little bit*, *a little*, *a bit*, etc. are some of the examples (Brown and Levinson 1987, 177).

I just want to ask you if you could lend me a tiny bit of paper. (Brown and Levinson 1987, 177)

Lastly, such strategies can state that some face-threatening acts may be taken as examples of general social rules or regulations. There is a pronoun avoidance used in that strategy and the phenomenon itself helps to draw attention to an existing obligation.

One shouldn't do things like that. (Brown and Levinson 1987, 190)

Passengers will please refrain from flushing toilets on the train. (Brown and Levinson 1987, 206)

Another group is focused on the strategies of ***nominalizing*** which is based on noun phrases, and ***being pessimistic***. According to Brown and Levinson (1987), the more nouny the expression, the greater the degree of distance from what senders write and also the more formal structure is created (Brown and Levinson 1987, 208). It often occurs not only in business letters, but in official announcements and signs as well. This can be seen in the previous example: *flushing toilets on the train*. The analysis will focus on noun phrases which can be replaced by a verb.

An urgent request is made for your cooperation.

Regarding the strategy of being pessimistic, it involves giving redress to a hearer's negative face by expressing doubt that the conditions for the appropriateness of a speaker's speech act have. Furthermore, it is about giving a hearer an option not to do an act and simultaneously assume that a hearer is not likely to do act. In the analysis, *if clauses* will be described within this strategy.

Would it be possible, if you could dispatch the goods early in the morning?

The strategy of ***going on record as incurring a debt*** is another negative politeness strategy. According to Brown and Levinson, in some cases, there are situations where people

can redress a face-threatening act by claiming indebtedness to their hearers. This can be made by expressions like *I would be grateful / pleased / honoured*, etc.

I'd be eternally grateful if you would... (Brown and Levinson 1987, 210)

Similarly, according to Brown and Levinson (1987), speakers may also indicate their reluctance to impinge on hearers' negative faces and thereby slightly redress such impingement by showing regret or reluctance to do a face-threatening act. There are four ways of doing so: admitting the impingement, indicating reluctance, giving overwhelming reasons and begging forgiveness. These are involved in the strategy of **apologizing**.

Can you possibly help me with this, because there's no one else I could ask. (Brown and Levinson 1987, 189)

And lastly, both these two previous strategies are also connected with the last strategy – **giving deference**. The purpose of this strategy is to indirectly express respect to an addressee by using essential communicative expressions. According to Brown and Levinson (1987), the choice of words differ in situations and locations, for example the words *dine, a gentleman, a volume* encode greater respect to a hearer than the use of words *eat, a man* and *a book*, therefore a lexical choice is crucial for this strategy. Furthermore, the politeness marker *please* is considered to be the main interactional expression in terms of business correspondence.

We look forward very much to dining with you. (Brown and Levinson 1987, 181)

Could you please give us a reply?

It is a list of strategies and many different suggestions which can be used in order to decrease imposition on hearers. The more effort a speaker makes, the more he or she will be seen as trying to satisfy a hearer's face wants.

3 BUSINESS CORRESPONDENCE

Business correspondence is considered to be a significant part of a running and efficient business and as Ashley (2003) mentions, correspondence, whether it is a written letter sent by post, fax or email, is a key aspect of the world of commerce and business. Confusing messages can cause many problems and they can also lead to misunderstandings, delays, lost business and poor relations between not only individuals, but also departments and companies (Ashley 2003, 5). Having mentioned that, it is therefore important to highlight that enough attention must be given to writing skills. In this chapter, business letters will be briefly introduced because they serve the main source of the messages analysed in this paper.

The most popular way of sending business letters nowadays is exchanging electronic messages via emails. Using computers has become a common habit of all different groups and it is not used only in communication in companies but for personal reasons as well. The main advantages of emails are as follows: quick and easy realization, fast delivery and no extra cost. In the corpus data of this paper, there are representatives of electronic mails, faxes and post letters. However, the means of sending messages between computers is the most common one. The majority of the examined samples are messages exchanged mainly between customers and their suppliers, having function of a request.

According to Geffner (1982), when writing request letters, the need for information or special favours, services, or products arises daily in almost every type of business. There are different reasons for writing a request letter, some of the reasons are to obtain information, such as prices or technical data, to receive printed matter, like catalogues, price lists and reports, to receive sample products, to order merchandise, to engage service, including repair or maintenance services, to make reservations at hotels or to seek special favours, such as permissions, some assistance or advice. While certain requests, for example ordering merchandise, are routine matters, the general guidelines for business letter writing are especially important when writing any request. When readers are supposed to act, tact and courtesy are essential to be expressed. Moreover, when the action is required promptly, the letter must encourage the receiver to do so. Therefore, such letters are supposed to be specific and brief, reasonable and should provide complete and accurate information (Geffner 1982, 25).

Lastly, business correspondence may be formal (usually the one in a paper form) and informal (especially business e-mails). In most cases, there is a compliance with the proposed

rules, stylistics, formality and structure (address, salutation, subject, thank you). In informal business e-mail communication it is permitted to use abbreviations, acronyms and abbreviated addressing and conclusion of the e-mail (managementmania.com).

4 ANALYSIS

As it has been mentioned in the theory, the socio-cultural phenomenon of politeness, firstly formulated by Penelope Brown and Stephen Levinson, is a broad field for the discourse analysis. In business correspondence we can find both positive and negative politeness strategies. However, this paper's goal is to focus on the negative politeness strategies only. As stated by Brown and Levinson (1987) and also described in the chapter 1.2, the principal of negative politeness is based on the "*hearer's freedom from imposition*". The main focus for using a negative politeness strategy is to assume that a speaker may be imposing on a hearer and intruding on his or her space. Hence the speaker expresses his or her statement in a way giving the listener an opportunity to disagree or to have his or her own attitude. Speakers try not to offend others, show respect and simultaneously they want to be respected (Brown and Levinson 1987, 129).

Given the fact that negative politeness strategies occur mainly in formal speech and writing, the following analytical part of the paper deals with business correspondence, generally performed in a formal tone. In order to avoid a potential conflict in an interaction and hence to maintain harmony, it is crucial to choose the right words to express a communicative goal which is described in the theoretical part of this paper, namely indirect speech acts mainly. Additionally, it is even more important to decide what linguistic devices to use in written communication and this paper should therefore analyse business correspondence, specifically business letters, emails and faxes and provide a listing of the linguistic devices of negative politeness frequently occurring in a written business communication.

4.1 Aims of analysis

The aim of the analysis is to find specific linguistic means typically used in negative politeness strategies and find out the most frequent one. Moreover, the author of this paper intends to compare the findings of the most frequently occurred linguistic means in the letters considered to be templates of letters for an international written business communication composed by the native speaker Ashley (2003) and the findings of the most frequently occurred linguistic means in authentic letters written by non-native speakers.

4.2 Corpus data

Regarding the source of primary data, there were two kinds of sources used. The main source is *The Oxford Handbook of Commercial Correspondence* written by an English writer who considers the book to be an essential guide to writing effective correspondence for people who need to write commercial messages in English and students of commerce who plan to make a career in business (Ashley 2003, 5).

The second source is based on selected business letters from three multinational companies having their offices in the Czech Republic. The correspondents are in most of the cases customers and their suppliers. All of the messages taken from those two sources were written in English by both native (cited with a referential letter A, the case of the first source) and non-native English speakers (cited with a referential letter B, authentic letters), mostly from European countries.

As for the first source, there were 119 business letters examined in the paper and regarding the second source, there were 111 authentic messages in a form of electronic messages. The authentic letters are deliberately left uncorrected, some cases are with grammatical mistakes. All details in the letters are strictly confidential and shall not be reproduced or distributed.

4.2.1 Be conventionally indirect, question and hedge

As it was described in the chapter 2.2, the first two strategies of Brown and Levinson's, namely the strategy of being conventionally indirect and questioning and hedging, have a lot in common and for the purpose of this analysis they will be discussed together within one group because the interpretation would be very similar. What makes utterances in the analysed business letters indirect is mainly the use of modal verbs and the use of interrogative sentence structures and as it can be seen further, they often appear together within a sentence. According to Hoye (1997), modal verbs are the most prominent linguistic devices used in indirect speech acts. They occur in requests, offers, suggestions and others (Hoye 1997, 122). Quirk (1985) claims, modal verbs are often associated with particular pragmatic uses, such as in requests and offers (Quirk et al.

1985, 220). This is proved in the research. Regarding the occurrence of these Brown and Levinson’s strategies, indirectness occurred in all samples and questioning/hedging was a part of 56 % of all samples. When we compare both sources, there were more examples using questioning/hedging in the authentic letters. The explanation for this might be the fact that the authentic letters are electronic messages written by people during the year 2015 to 2016. At this time people were used to writing all different messages, both informal and more formal, via computers. Therefore, senders did tend to use simple questions as they would do so during a normal conversation. On the other hand, the letters from Ashley’s book are both handwritten messages and texts written on a typewriter and in those situations senders express their messages in a more formal tone, such as using declarative sentence structures together with other devices making the message sound more polite.

The following section focuses on the description of the use of modal verbs which are the devices for making the utterances more polite. The modal verbs that are present in the selected corpus are represented by *can*, *could*, *may*, *will*, *would* and *should*.

Table 1: Modal verbs in Indirect Speech Acts

Modal verb	Sentence structure		Overall	Overall (%)
	Declarative	Interrogative		
Would	69	27	96	45
Could	6	48	54	25
Can	3	38	41	19
Will	5	3	8	4
Should	8	0	8	4
May	1	4	5	2
Total	100	120	212	100

Table 1: Modal verbs in Indirect Speech Acts

The most common modal verb used in indirect speech acts is the verb *would*, occurring in 96 cases and forming 45 % of all the modal verbs present in the analysis. The second most common verb is the modal *could* which was used in 54 cases, thus forming 25 %. The third most frequent modal verb is *can* and it appeared in 41 instances, i.e. 19 %. The modals *will*, *should* and *may* appeared only in a few examples. Other interesting facts were discovered when the two sources of the corpus data were compared and the results are presented in the following two charts:

Chart 1: Occurrence of Modal Verbs in Letters Written by Ashley (2003)

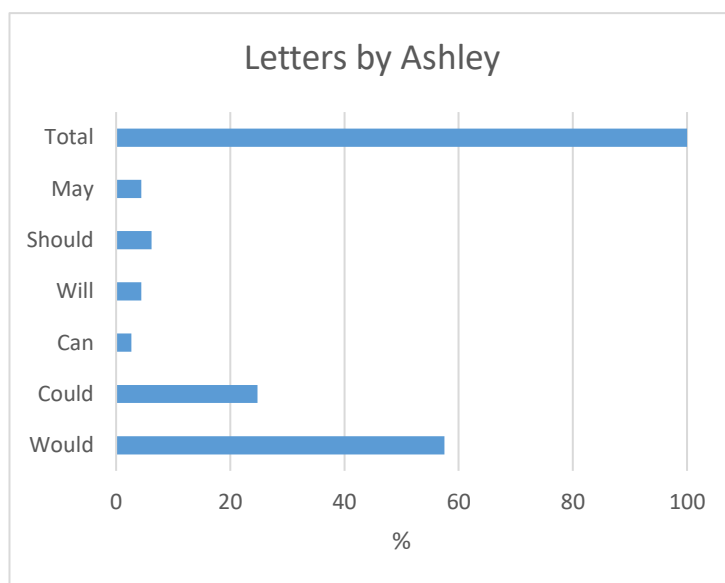


Chart 1: Occurrence of Modal Verbs in Letters Written by Ashley (2003)

Chart 2: Occurrence of Modal Verbs in Authentic Letters

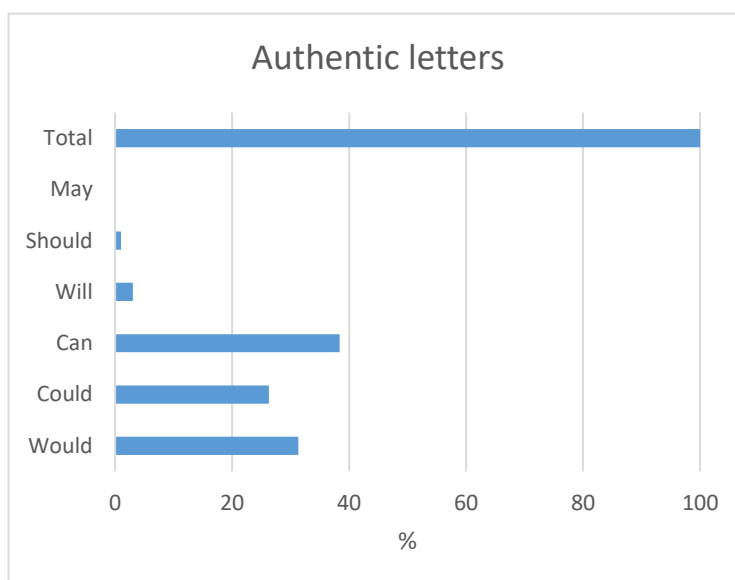


Chart 2: Occurrence of Modal Verbs in Authentic Letters

According to the charts, the occurrence of modal verbs is not identical in both sources. The letters written by native speakers use the modal *would* more frequently than non-native speakers. Moreover, the modal *should* is also more frequently used in the letters from the first source.

On the other hand, more visible difference is in the use of the modal verb *can* which occurred only in 3 samples taken from Ashley's book, whilst there were 38 sentences with the use of *can* in the authentic letters, making a 35 % difference between the two sources. The explanation may be the fact that the modal *can* is often used in spoken language, therefore senders automatically use it in their written messages as well because it is natural for them. The modal verb *can* might be also the most common, or known, modal verb for the majority of the non-native speakers of the English language. It is safe for the writers to use common grammar expressions. This might also apply to the question why non-native speakers almost did not use the verb *should* and *may*.

In summary, all these modal verbs occurred in both sources and the next chapter should analyse them in a greater detail. All of them are structured according to the frequency of their occurrence and individually analysed from the most frequent to the least one.

4.2.1.1 Would and could

The most frequent modal verbs used in the analysed letters are *would* and *could*. In the corpus data, the verb *would* occurred in both declarative and interrogative sentence structures. Regarding the declarative structures, it occurred in 69 cases out of 212, thus it forms 33 % of all analysed sentences which included a modal verb. As a result, the verb *would* is the most frequent modal verb. It is in all cases used in indirect speech acts and thus it proves the idea proposed in the theoretical part (see the chapter 2) which implies that negative politeness strategies are generally associated with indirect speech acts. It is important to note that even though it is mainly various types of questions which are a part of the most common indirect strategies, there are also statements which are an important way of conveying directives.

Example 1: ***We would like*** to ask you to complete the Client Survey by 6th February 2015. (B6)

Example 2: We have heard about your latest equipment in laser surgery and ***would like*** more details. (A9)

Both examples above may have been expressed by the commands like *Complete the Client Survey by 6th February 2015!* and *Give us more details about your latest equipment in laser*

surgery! However, using the direct language would have led to the customer's dissatisfaction and would have been understood extremely inappropriate and rude.

Even though the modal *would* was found as the most frequent one among the whole corpus data, there are differences when both analysed sources are compared. The verb *would* is used two times more in the first source. In those examples from Ashley, senders often include a strategy of going on record as incurring a debt, which will be discussed more in detail in the chapter 4.2.8, using the expressions *We would be grateful*, which decreases politeness. Non-native speakers do not use this combination as often. Moreover, the verb *would* is not the most frequent verb among the authentic letters. It is the verb *can* which is the leading modal in that group, the differences in occurrence can be seen in the chart 1 and 2 in the chapter 4.2.1. In that chapter, there is also a comment that the modal *can* is broadly used by non-native speakers due to the fact that they tend to use *can* because they often use it in spoken language and when they write an electronic message, they do not happen to use some other formal expressions. However, native speakers are able to use more different expressions, such as the use of *would* in declarative sentence structures, and therefore they move their utterance to a higher level of politeness. It increases indirectness in the utterances.

Furthermore, Quirk et al. (1985) state that the past forms *would* and *could* are used more than any other modal verbs, such as *need* or *may* (Quirk et al. 1985, 136). The sentences including this verb *would* were formed in most cases by a subject and followed by one of the next expressions: *would like* (31 times), *would appreciate* (10 times), *would + another verb* (10 times), *would be grateful* (6 times), *would be helpful* (2 times), *would be happy* (once), *would be good* (once), *would be great* (once) and *would be glad* (once) and others. The function of these mentioned structures will be discussed more in detail in the chapter 4.2.8 because it is connected with the negative politeness strategy of going on record as incurring a debt. However, the use of *would* is generally considered to be less impositive and helps to distance the action from reality. The example below is more polite in a combination with *would* than it would be with its substitution to *want*. The hypothetical *would* helps to put the speaker in the frame of mind of not expecting the desired action to be made.

Example 3: ***We would like to know*** more about the prices and discounts you offer. (A11)

Next to *would*, the modal *could* was found as a frequent auxiliary verb in the corpus data. The sentences including this verb were formed by a subject + *could* + a verb. Even though

this modal verb is here classified as the second most frequent modal verb in the analysis, it has occurred in 6 declarative sentence structures only, forming 6 % of all declarative structures appeared in the corpus data together with modals. It is a significantly lower number of occurrence in comparison with the verb *would* in the same form (appeared in 69 cases, forming 69 % of all declarative structures). However, *could* occurred in a great amount of interrogative structures which will be discussed after the following two charts.

Chart 3: Would in Interrogative/Declarative Sentence Structures

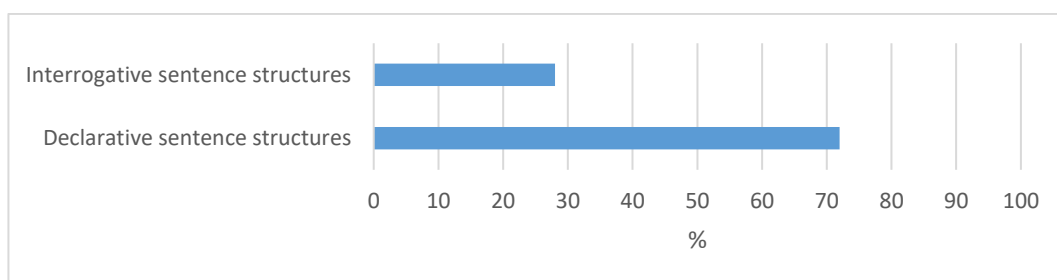


Chart 3: Would in Interrogative/Declarative Sentence Structures

Chart 4: Could in Interrogative/Declarative Sentence Structures

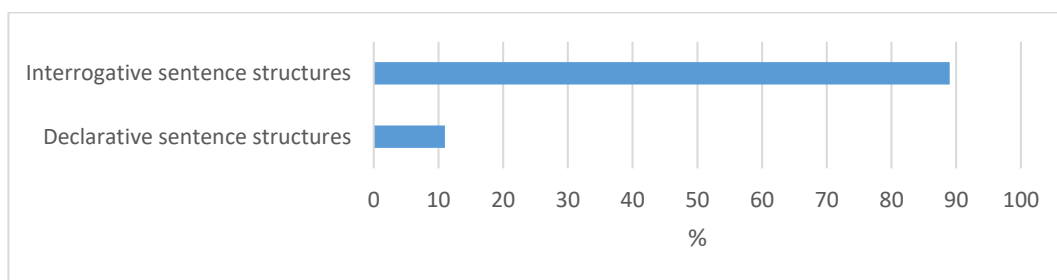


Chart 4: Could in Interrogative/Declarative Sentence Structures

In this part we are moving more towards the strategy of questioning. As Quirk et al. (1985) claim, by turning statements into questions, the speaker changes statements into more polite requests (Quirk et al. 1985, 222). This is proved in the analysis, both modal verbs were not only used in declarative sentence structures, but they also widely occurred in interrogative structures, especially in the combination with the verb *could*. If a structure is interrogative, it means that another negative politeness strategy is involved, questioning, and therefore the

politeness level in requests is increased. Questions with *would* are formed by introductory structures like the following: *Would you + lexical verb, Would you be able, Would it be possible* and *would you mind*.

Example 4: Please ***would you either reply*** with an explanation or send us a cheque to clear the account within the next seven days? (A99)

Example 5: ***Would you please accept*** the draft on our behalf, send us the documents and debt our account? (A106)

Both examples above represent interrogative sentence structures. In example 4, the sender gives the addressee a choice of either replying with an explanation why he or she has not paid yet or clearing the account promptly. Moreover, the option of replying with an explanation is mentioned first because it less imposes on the reader, respecting the addressee. The second example is similar to the previous one. Both of them have a high level of formality due to the use of the politeness marker *please*, which will be discussed more in detail in the chapter 4.2.4.

When both sources had been compared, it was found that there are 14 sentences using the structure *Would you + verb* in the letters from Ashley, whilst there are only two such structures in the authentic letters. On the other hand, the authentic letters include 5 sentences using the structure *would you mind* and 3 sentence with the structure *Would you be able* but there are no sentences using either of these structures in Ashley's letters. The reason for these differences might be the fact that when natives use simple structures and combine it with a verb, it is polite enough for them, moreover they may also add the politeness marker *please*. However, for non-native speakers, the use of such structures, even though also accompanied by the marker *please*, may not feel indirect enough, therefore they add other devices in order to create an impression that the speaker consults the addressees' preferences and at the same time showing uncertainty and the lack of information.

Regarding *could*, 48 sentences of this verb in its interrogative form were found and it also makes 40 % of all the interrogatives in the corpus data focused on modals. Moreover, all these utterances have a form of *Could + you + a lexical verb* and all these instances have a function of indirect requests.

Example 6: ***Could you book*** two rooms in a hotel near the factory for the night from Monday to Tuesday? (B39)

In this example, the interrogative structure shows the possibility of the addressee to perform the action of booking two rooms in a hotel. The writer is being conventionally indirect by using the modal verb *could* which is considered to be highly polite.

Finally, in all mentioned cases, the verb *could* can be seen as a verb which expresses either a possibility or willingness of the addressee to do a required act. For instance, in the following example 7, the sender wants an answer whether the addressee will participate at the interview:

Example 7: ***Could you please let me know*** whether you will participating in the Exit interview tomorrow? Thanks. (B26)

This sentence might be paraphrased by *Is it possible for you to come for the interview?* On the other hand, *could* may also express ability and in that case the speaker would want an answer whether the addressee is *able to do* something.

To sum up, the modal verb *could* is considered to be more formal than its present form *can* and it goes hand in hand with the fact that the more formal expressions are used in business correspondence, the less imposing it is to its addressee. In both sources, the senders simply try to point out that some actions by the receivers are possible. In other words, senders use these modal verbs in order to make suggestions what is to be done. Suggestions work in these cases like requests.

4.2.1.2 Will and can

Other frequently used modal verbs are *will* and *can*. They represent present forms of the previously analysed modals - *would* and *could*. *Will* was found in 8 cases of negative politeness strategies and it forms 4 % of all cases. Quirk (1985) states that *will* is connected with its use of prediction, intention, insistence or willingness but it is important to mention that in requests, the sense of willingness is often expressed more tentatively and politely by the use of the past tense form *would*.. It was discussed previously and this fact is obviously proved by the result numbers in this paper. The following example is a representative of the most frequent examples:

Example 8: ***You will*** find full details of the Omega range on page 31-35. (A64)

The writer from this example is indirectly turning the addressee's attention to the catalogue in order to make the customer order some products.

Regarding the comparison between the two analysed sources, there are firstly differences in structuring the sentences. The letters from Ashley are written mostly in declarative structures but non-native speakers preferred interrogative sentence structures. Ashley's letters are using this structure in order to make the utterance more formal and to have a less urging effect on the addressees. Non-native writers however use the interrogative sentence structure in order to increase the politeness by questioning, as they are used to it in spoken language. All in all, it can be seen that from all four options *Would/will* and *Could/can*, the modal *will* is the least indirect choice and all native and non-native senders rather opt for greater indirectness and greater negative politeness.

Moving to another verb, *can* was found in 41 instances, thus forming 19 %. The verb occurred mostly in interrogative structures but there were also a few examples having a declarative sentence structure and the typical form was a *subject + can + a lexical verb*:

Example 9: I attach a provisional order (No. B1463) in anticipation of your agreement. There is no hurry, so ***you can send*** these with your next delivery to Swansea. (A1)

As Quirk (1985) states, the verb *can* is often used in quasi-imperative manner, suggesting a course of an action to addressees. Moreover, the instruction can be made more polite by using the verb *could*, or by adding a conditional clause such as *if you like* (Quirk et al. 1985, 222). Example 9 uses indirectness in order to avoid a direct and therefore impolite command, such as *Send it with your next delivery!*

On the other hand, the interrogative form of *can* was found in significantly more cases, to be specific - in 38 sentences, forming 32 % of all interrogative sentences in the corpus data. All of the instances functioned as indirect requests. The most typical forms of these requests were formed by *can + you + a lexical verb*, appearing together with the following verbs: *send* (12 times), *check* (5 times), *inform* (4 times) and others. In 3 cases, the modal verb *can* appeared

in sentences formed by *Can + we + a lexical verb*, together with the verbs *expect* (2 times) and *have* (once). There was not a single sentence formed by *Can + I + a lexical verb* found in the corpus data because business correspondence tend to use the pronoun *we*, which belongs to one of the negative politeness strategies – impersonalizing. This strategy is further discussed in the chapter 4.2.6.

Example 10: ***Can you send*** me price hydraulic motor and sealing o-rings or another spare parts? (B62)

In example 10, the writer decides to use the modal verb *can* in order to make the request more indirect (instead of *Send me a price list!*). The verb *can* is used either to convey the possibility of the receiver to send a price list, whether the receiver is willing to provide the price list, or to convey his or her ability to do the act.

In comparison with *will*, *can* was more frequently used because the modal *will* appeared in its interrogative form only in 3 cases which makes 2,5 % of all interrogative structures with modals. The structures were formed as follows: *Will you be able* and *Will you possibly*.

Example 11: ***Will you be able*** to do the remote service in March at the latest? (B99)

Example 12: ***Will you possibly call*** there in order to make sure that the requirements were met? (B100)

The modal verb *will* represents sentences concerning the addressees' willingness to perform an act. In example 11, the speaker chooses the strategy of being indirect and asks about the addressee's ability to perform the act. It allows the receiver to reply with *no* without losing face. The second example might be paraphrased as *Is it likely to happen that you call there?* but the sentence form is polite enough itself and the speaker's goal will most likely be reached.

To sum up, *will* was used more in its declarative sentence structures. The lower incidence of the occurrence of this modal verb proves the proposed idea of Quirk et al. (1985) that the verb is not as frequent as its past form *would* which is considered to be more indirect and more polite. Moreover, *can* was almost in all cases used in questions on contrary to the modal *will* which is due to the fact that the use of *can* is less imposing on hearers and again, it is natural for people to use this verb as it often occurs in a normal everyday speech.

4.2.1.3 Should and may

Another modal verb used less frequently in negative politeness strategies is *should*. According to Quirk (1985), *should* expresses basic modalities of necessity and obligation (Quirk et al. 1985, 227). In the corpus data, there were 8 sentences in which this modal verb was used. All instances appeared in declarative sentence structures.

Example 13: The carpets ***should be wrapped***, and the packaging reinforced at both ends to avoid wear. (A59)

In example 13, the verb *should* refers to the future and the speaker is in this case expressing his or her suggestion and requests so from the addressee.

Another modal verb is *may* which is similar to the use of the verb *can*. As Quirk (1985) states, *may* is in formal English used in the same possibility sense as *can* and *could*. The occurrence was very low, only about 0,5 % of all findings.

Example 14: We think you ***may have overlooked*** invoice No.5A1910 for £351 (see copy) which was due to last month. (A69)

As in other cases, example 14 indirectly reminds the addressee about the necessity for the payment and requests the receiver to pay as soon as possible. Regarding interrogative sentence structures with the use of the modal verb *may*, there were more sentences found, in total 4. In 3 cases, the utterances have a form of *May + I + lexical verb*, appearing together with the following verbs: *suggest* (2 times) and *remind* (once).

Example 15: ***May I remind you*** that your June statement is still outstanding, and ask you to settle as soon as possible? (A113)

Even though Quirk (1985) claims that *might* is somewhat more tentative, and therefore a more polite variant of *may* (Quirk et al. 1985, 224), it is not proved in this analysis because *might* was not found in the corpus data. When both sources of the corpus data are compared, it can be seen that the modals *should* and *may* are both used more often in Ashley's examples than in the authentic letters. This is connected with a limited knowledge of English expressions of non-

native speakers. They use general rules which they are taught at school and they do not tend to experiment with less used words.

4.2.1.4 Combination of modal verbs

Lastly, it has been discovered that there are specific modal verbs which occur in a combination with other modal verbs within a sentence. It is especially the verbs *would* and *could* which are combined together and it will be discussed in the chapter 4.2.2 which focuses on the strategy of being pessimistic.

The most frequent modals used in business correspondence are *would*, *could*, *can* and *will*, in this order. It proves the idea of Quirk et al. (1985) that these modal verbs are notably more frequent than other modals (Quirk et al. 1985, 136). Regarding the first source of analysed data, the most frequent modal verb was *would* and then *could*. In the second source, the most frequent verbs were *can* and *would*. From this point of view, the first source contain more formal sentences than the second source does. This finding is understandable because the book by Ashley is considered to be a guide book to writing effective correspondence while the messages from non-native speakers are electronic messages, therefore the level of formality drops a bit as they do not tend to use very formal expressions and rather keep using structures and words as they are used in spoken language.

All modal verbs are always followed by a verb and regarding sentence structures, interrogative forms in a combination with modal verbs were found to be more frequent than declarative forms. This means that all utterances are made mostly in the form of a question, proving that the strategy of questioning is common in business correspondence. In the analysis, there was no imperative sentence structure found, only examples of imperatives were frequently mentioned by the author in order to illustrate the differences in the politeness. No direct commands were found as they are considered impolite or rather inappropriate in business correspondence which is marked to be formal. Therefore only an indirect speech act is connected with this topic.

Lastly, the modal verbs found in the corpus data are used in this business correspondence in order to make the utterances more indirect and function also like hedges, therefore less imposing on addressees and giving them more freedom to decide how to respond.

Different specific forms of the sentences show creativity which is appreciated and it also shows respect and interest in maintaining successful business relations. However, it is not only modal verbs which are involved in negative politeness strategies. Another important part of negative politeness strategies will be discussed in the following chapter.

4.2.2 Be pessimistic

One of the first strategies of minor importance is the *strategy of being pessimistic* which is in the case of business correspondence realised mainly by the use of *if* clauses that help to soften utterances and weaken pressure which is put on addressees. Searle (qtd. in Cole and Morgan 1975) confirms that the use of *if* clauses is possible in Brown and Levinson's strategy of being pessimistic, typical structures are *if you please* and *if you will* (Searle in Cole and Morgan 1975, 79). Brown and Levinson's (1987) explanation of this strategy is that it gives redress to addressee's negative face by explicitly expressing doubt that the conditions for the appropriateness of a speaker's speech act obtain (Brown and Levinson 1987, 173). Moreover, the length of sentences closely correspond to their degree of formality. The longer sentences we create, the more formal they are.

In the corpus, there were 31 examples using this strategy. To be specific, there were 22 samples written by native speakers and 9 samples from non-natives. The following example is a representative from non-native speakers.

Example 16: It would be better *if you could organise* technician for the night shift because I do not know the condition of your plates, and I do not want "not to finish" them during this period. (B1)

If the sender in the example had written that message to his or her friend, he would have most probably typed: *Organise a technician for the night shift, I will not do it!* Directly and shortly. However, the conditional clause is a device which in all cases in the corpus data lets their addressees think about the hypothetical actions suggested by the senders in their messages.

Example 17: *If it is okay*, can you send me some sample of the seals by post? (B64)

In example 17, the sender is asking whether it is possible for the addressee to send some samples and at the same time the sender does not assume that the “possible world” is close to the real one. The writer is being rather pessimistic. Furthermore, another instance is connected with this strategy:

Example 18: ***Is it possible*** that your staff can disassemble the assembly plates in the upper belt on Monday morning? (B2)

The writer is here asking for a future possibility by using the introductory phrase *Is it possible*, moreover the modal verb *can* investigates the staff’s ability. According to Quirk et al. (1985), the modal *can* might be paraphrased by the use of *be able to* construction, or even by *be capable of* or *know how to*. The ‘ability’ meaning of *can* can be considered as a special case of the possibility meaning, one in which the possibility of an action is due to some skill or capability on the part of the subject referent (Quirk et al. 1985, 222).

Brown and Levinson (1987) claim that a combination of *if* clauses with an indirect request is one of the standard ways of politely requesting, not only in English but in other languages as well (1987, 272). This fact is proved in this analysis. The word *if* is used to soften a command and turns it into a polite request. The structures containing *if you could* were mainly used in the messages from native speakers. Moreover, it is important to mention that it is a combination of more modals within one sentence which is connected with this strategy as well. The most frequent combination includes the verbs *would* and *could*.

Example 19: ***I would be grateful if you could come and inspect*** the damage and arrange for repairs within the next week. (A35)

Such sentences usually start with the expressions *We would appreciate* / *We would be grateful* / *It would be helpful* and they are a part of another strategy – going on record as incurring a debt, which will be discussed in the subchapter 4.2.8. There were 10 sentences containing this combination of modal verbs in the letters from Ashley and there was only one case in the authentic letters. Another combinations use the verbs *would* and *would* and one sentence used the combination of *would* plus *can*.

Example 20: ***I would like to kindly ask you if you can send or provide*** us drawing of this part number: 778900017. (B14)

All these sentences have declarative sentence structures and the reason why non-native speakers did not use such combinations of modals as often as native speakers, may be the fact that non-native speakers are taught specific conditional structures and know that they are not allowed to use more modals than one within a structure. However, this is not true and it can be seen in the analysis that such combinations of more modals are useful devices when expressing a higher level of politeness.

4.2.3 Minimize imposition

Another group is dedicated to the *strategy of minimizing imposition* which is expressed by a lexical choice. In the corpus data, there were 11 samples including this strategy, 6 sentences were written by native speakers and 5 cases were authentic letters. In both sources, the word *some* occurred frequently.

Example 21: We would also appreciate it if you could send us *some* samples of the material so that we can examine the texture and quality. (A5)

In the example above, *some* functions as a suggestion that the receiver has to make only a small effort to perform an action, therefore it minimizes the imposition. Another example of this strategy is the expression *no hurry* which was used by a native speaker in one sample and it communicates that there is not any pressure put on the receiver to perform the required action immediately.

Example 22: There is *no hurry*, so you can send these with your next delivery to Swansea. (A1)

Lastly, another example below shows that the word *a little* can be used in order to avoid any possible confrontation. The sentence is likely to mean “we need a few hours / a few days to think about it.” The function of this downtoner is the same as in example 21 and 22, the word indicates that the cost will be small to the receiver.

Example 21: As we have just received your letter asking for credit facilities, would you allow us *a little* time to consider the matter.

Moreover, the word *a little* might function like the word *please* which is further discussed in the following subchapter.

4.2.4 Give deference

In negative politeness strategies, speakers often show respect to their receivers and express awareness of impeding receivers' freedom. This is communicated via the ***strategy of giving deference*** and can be made especially by a lexical choice, similarly to the previously discussed strategy. According to Brown and Levinson (1987), a specific use of particular words shows greater respect to receivers (Brown and Levinson 1987, 181).

Example 22: Great! Could you ***please share*** the internal 3D report with us? (B28)

In the example above, it is not only the word *please* that is a part of this strategy but it is also the verb *share* which expresses respect to its receiver. The meaning is *to send* or *to provide*. Such lexical choices make utterances more indirect and formal. On the other hand, the following example below is, in comparison to the previously analysed sample, less formal because of the choice *let us know* which is generally considered to be informal and used rather in a spoken language than in business correspondence:

Example 23: Could you ***let us know*** if you allow cash discounts? (A84)

The use is however acceptable and in case a speaker wanted to make the utterance a bit more polite, he or she would use a politeness marker, for instance *please*, as illustrated in example 24:

Example 24: Could you ***please let me know*** whether you will participating in the Exit interview tomorrow? Thanks. (B26)

As Geffner (1982) claims, a simple *please* is in business correspondence often enough to make a mundane letter more courteous and tactful, especially when the subject of a letter is unpleasant

(Geffner 1982, 3). *Please* is the most frequent pragmatic marker used in the whole analytical section. This marker was found in 62 sentences out of all the analysed instances and it makes 26 % in total. Its occurrence was found only in interrogative sentence forms.

Example 25: Please *could you book* and confirm his accommodation? (B37)

The following two charts show the occurrence differences between both sources:

Chart 5: Please in Letters Written by Ashley (2003)

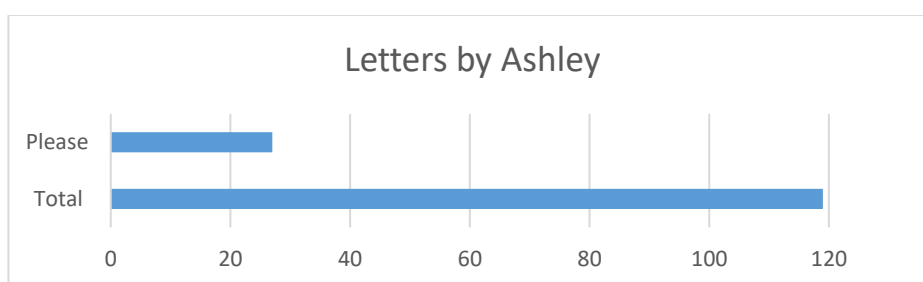


Chart 5: Please in Letters Written by Ashley (2003)

Chart 6: Please in Authentic Letters

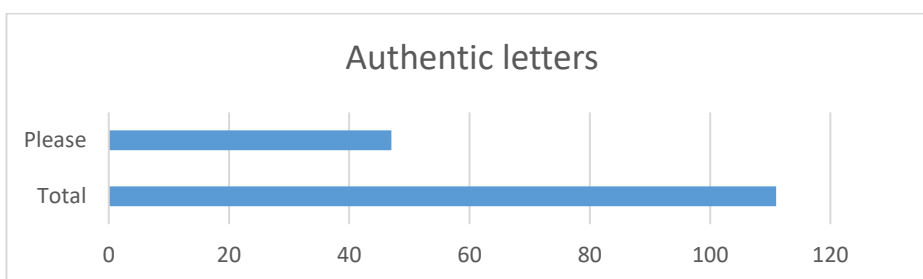


Chart 6: Please in Authentic Letters

According to the charts, the use of *please* appeared more often in the authentic letters. More specifically, there were only 16 sentences found among the first source. The most of the examples with this marker appeared in the sentences including the modal verb *would*. The fact that this device was used mainly by non-native speakers is that *please* is associated with common situations in everyday life in any culture and therefore speakers are used to this word. At the same time, the addition of *please* helps senders to mark the communication as probably

taking place in an official situation which business correspondence is. Additionally, native speakers rather tend to express politeness by a more formal device – that is the use of the modal verb *would* in declarative sentence structures.

4.2.5 Apologize

The **strategy of apologizing** was found only in 1 example written by native speakers and 3 instances from non-native speakers. All 4 sentences used the structure *I am sorry*. As illustrated in example 26 and accompanied by a comment from Brown and Levinson (1987), the sender wishes that the receiver would forgive him or her and the wish is communicated via the phrase *I am sorry to trouble you*. The writer is aware of the fact that he or she is impinging on the addressee's face and therefore he or she tries to ask for 'acquittal' (Brown and Levinson 1987, 189).

Example 26: *I am sorry to trouble you*, particularly since you were so prompt in settling the account, but I would be grateful if you would let us have the additional amount of €340.00 as itemized on the enclosed debit note. (A38)

The structure using this strategy is not in any of the examples a part of the request utterance, but it plays a significant role. It helps to make the request sound more polite, friendly or persuasive because the sender knows that the request is going to impose on the receiver. It is a very straightforward tool and also a proactive gesture of politeness. However, as it can be seen in the corpus data, it is not used frequently.

4.2.6 Impersonalize and state imposition as a general rule

This chapter will focus on pluralization of the pronouns *you* and *I*. In the corpus data, there were 98 cases where it occurred. It is connected with the **strategy of impersonalizing** which is realized by the use of exclusive *we*.

There is a number of possible motives for the phenomenon of this type of impersonalizing. One motive is that the plural pronoun *you* provides a conventional 'out' for an addressee and it is understood as motivated by exactly the same wants which are used when

being indirect. Secondly, the reason is to treat people as representatives of a corporate group rather than individuals. Tamil (quoted in Brown and Levinson 1987) adds that nouns which refer to group property seldom take singular pronouns (Tamil, qtd in Brown and Levinson 1987, 199).

Example 27: *We* would appreciate if you could send *us* some samples of the material so that *we* can examine the texture and quality. (A5)

Example 28: *We* would like to order some spare parts for this year as every year. When can *we* expect your quotation? (B7)

In both examples, the preference for the use of the plural pronouns shows respect to the addressee and expresses the fact that the writer takes the communication with the receiver seriously and that more people from the sender’s side are concerned about the matter. By Brown and Levinson (1987), the use of *we* is in cases like those more polite than the use of the pronoun *I* (Brown and Levinson 1987, 203).

Chart 7: Pluralization

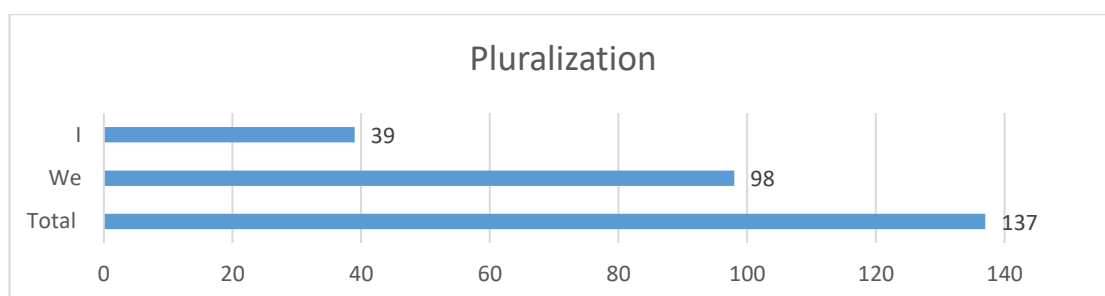


Chart 7: Pluralization

As depicted in the chart, only 137 sentences (out of 230) were used for analysing the occurrence of pluralization. It was not possible to distinguish the used pronoun at the remaining 93 cases. Even though pluralization is described to be a phenomenon that occurs in negative politeness strategies, it did not occur in the majority of the corpus data. In some case, if please is deleted, the level of politeness drops to zero. Native speakers tend to use pluralization more than non-natives. There were 67 sentences using the pronoun *we* in the letters from Ashley and non-natives used it in 31 sentences. It is connected with the fact that natives use more declarative sentence structures, therefore it cannot be distinguished in simple questions like *Could you send some samples*.

4.2.7 Nominalize

Another strategy is about *nominalizing*. This strategy occurred in 27 samples and all sentences were declarative sentence structures:

Example 29: Your account has been extended another month, but I will have to insist on *payment by the end of July*. (A68)

Example 30: *Payment for initial orders* should be made by sight draft, payable at Den Norske Creditbank, Kirkegaten 21, Oslo 1, cash against documents. (A58)

The writer chooses the noun *payment* in order to make the utterance more formal. In contrary to *I insist that you pay by the end of July..* and *You should pay your initial orders..*, the nominalization is considered to be more formal and as Brown and Levinson (1987) state, such structures seem to be very much written sentences, typical for business letters (Brown and Levinson 1987, 207). Nominalization was discovered not only in a combination with the modal *will*, but also frequently with the modal verb *would*:

Example 31: We would be grateful for an *early reply*. (A39)

Example 32: We would like to have from you *an actual offer*. (B8)

Example 33: We would like to make a decision on this soon, so we would appreciate *an early reply*. (A32)

Brown and Levinson (1987) confirm that degrees of negative politeness (or at least formality) go together with degrees of ‘nouniness’ (Brown and Levinson 1987, 207). When we compare both sources, there were two times more structures using this strategy in the letters by Ashley and the most frequent heads of the used noun phrases were *reply* (5 times in Ashley), *payment* (4 times in Ashley) and *offer* (twice in the authentic letters). The reason why native speakers use this strategy more often goes together with the known fact that native speakers also prefer using declarative sentence structures and this strategy is performed via them.

4.2.8 Go on record as incurring a debt

Regarding the structures including adjectives such as *grateful*, *helpful*, *happy* or *good*, the following two examples illustrate another **strategy: going on record as incurring a debt**, which occurred in 26 sentences. There were 20 samples written by native speakers and 6 examples from non-native writers. All these examples contained the modal verb *would*. The use of this kind of request is not common in everyday speech, its formality suits especially business correspondence.

Example 34: ***We would appreciate*** delivery within the next weeks, and look forward to your acknowledgement. (A33)

Example 35: ***I would appreciate*** a quick reply since the driver is waiting on where to go. (B17)

As it can be seen in example 34, the expression in the main clause shows writer's appreciation to the reader or other positive attitude to the receiver. *Would appreciate* is a very useful and effective communication tool for expressing a polite request. This is a method which is used by senders in order to develop a relationship with addressees and soften their requests, usually when some action is required. According to Geffner (1982), saying *We are sorry* or *We appreciate* can do much to build rewarding business relations (Geffner 1982, 3). The expression can be used with different adjectives, such as *grateful*, *glad*, *helpful*, *great* or *happy*. In example 35, the speaker redresses the face-threatening act by explicitly claiming his indebtedness to the addressee by such expressions. It is typical for requests.

This strategy was used in both sources, the adjectives *grateful* and *helpful* were used by both native and non-native speakers but it was only non-native writers who also used adjectives *happy*, *great* and *good*. The reason is that the words *happy* and *good* are not such enthusiastically favourable words as *grateful* or *wonderful* and non-native speakers tend to use common basic words which they are taught when studying English. Such sentences were also used in a combination with the subject *it/this* which turns structures into impersonal forms.

Example 36: We have the same machine in here, so ***it would be great*** if we knew how to overcome the problems in case they come up. (B23)

Structures using this negative politeness strategy function as a tool used for softening directives and making addressees feel better about performing requested acts. Moreover, there is the hypothetical mood included which offers the choice wide open to the addressees and also promises a deep gratitude in case the action is performed.

To sum up, all negative politeness strategies are included in the analysed corpus. All sentences are connected with the strategy of being conventionally indirect as it is central to this paper. This chapter offered different examples and a brief analysis of all negative politeness strategies and due to the limited scope of this paper it can be a hint to another study.

5 CONCLUSION

The main goal of the paper was to examine the occurrence and usage of negative politeness strategies in business correspondence. When obtaining samples for the purpose of the analysis, there were two sources found. One source was a book which is considered to be a guidance for students on how to write business letters and another source was found among non-native speakers of English who write English electronic messages on a daily basis. It was decided that there might be given an additional approach in the analysis and these two sources might be compared because both have a different background. Therefore, the secondary goal was to compare and contrast the findings in both sources.

To start with a theory, it was essential to begin with defining the term politeness and providing an outline of this phenomenon which is a broadly discussed topic not only among the main experts in the field of linguistics but also among non-linguists. It was highlighted that the topic is closely related to social studies as well and it should never be forgotten. This introduction helped to understand a general meaning of this topic. When describing basic concepts of politeness, several linguists were introduced, such as Lakoff, Leech or Watts and their approaches were compared with one another. Having mentioned these concepts, it became obvious that all authors refer to Brown and Levinson and their approach to the definition of politeness. Therefore, the focus of the paper was put on their concept of face which was introduced. Thereafter, face-threatening acts were described and all politeness strategies with a gradual move to the negative politeness strategies were discussed. Also, there were three main linguistic devices introduced as the key features of negative politeness strategies: frequent use of questions, modal auxiliaries and past tense forms of verbs.

During the research, it became apparent that it is indirectness which is often being mentioned when speaking about politeness strategies. Therefore, the second part of the theoretical section focused firstly on speech acts which were introduced in order to provide a general outline and then the focus was moved to indirect speech acts which function as a device that makes utterances indirect and they are also connected with politeness strategies used in business correspondence. Furthermore, sentence structures and sentence functions were described and accompanied by a description of their relationships. Finally, this part was closed by the most important topic – Brown and Levinson's listing of negative politeness strategies because the plan was to divide the corpus according to those strategies.

Another chapter was dedicated to a brief introduction of business correspondence because it is the subject of the analysis. It was mentioned that one group of samples is written by native English speakers and the second group contains of electronic messages from non-native speakers. This chapter became a bridge between the theoretical part and the practical one. At the beginning of the practical part, the aims of the analysis were introduced. The aim was not only to find linguistic devices that occurred most frequently, but also to comment on the differences between both sources. The first source is a collection of 119 messages taken from *The Oxford Handbook of Commercial Correspondence* written by the English writer A. Ashley (2003). The second source consists of 111 authentic messages obtained from three multinational companies where communication in English is on a daily basis. The authors of those letters are non-native speakers.

Regarding the analysis, it was necessary to divide samples into groups. The groups were based on the negative politeness strategies. In order to comment on the findings of all strategies, the first comments were made on the strategy of being indirect together with the one of questioning and hedging, because these two occurred most frequently and were joined together because they overlap each other. It was discovered that indirectness appeared in all samples, therefore the strategy of being indirect became the most frequent strategy. Furthermore, interrogative sentence structures were generally more common than declarative structures which proved the idea from the theoretical part that interrogative structures are popularly used for polite requests. There were 120 interrogative cases, thus approximately 55 % and 100 declarative sentence structures, forming 45 %. Regarding the interrogative sentence structures, the most common modal verbs were *could* with 48 examples, forming 23 %, then *can* with 41 instances, thus 20 %, and thirdly, *would* occurring in 27 cases and forming 13 %.

Secondly, the modal verbs themselves were analysed in detail. There were 212 sentences using modal verbs. Even though the verb *would* was the most frequent modal verb in the corpus, the results were not the same when both sources were compared. Ashley's letters contained mostly the past verbs *would* and *could*. These letters were according to the theory more formal and they were focused mainly on the strategy of being indirect. On the other hand, non-native speakers used mostly the verb *can* in the combination with the pragmatic marker *please* which helps to make utterances more formal. The reason why they used it so frequently is due to the fact that non-native speakers tend to use same expressions which they use in spoken language. These messages were based on the strategy of questioning because there were mostly interrogative sentence structures used, in contrary to Ashley's letters.

Lastly, other minor negative politeness strategies were discussed in order to provide a complete description of all negative politeness strategies. They were not discussed as broadly due to the extent of the paper. The main devices of those strategies were introduced. Regarding the letters from Ashley, native speakers preferred using the strategies of being pessimistic – they used *if clauses* together with combinations of more modal verbs within one sentence more often than non-native senders. Moreover, nominalizing was also preferred by native speakers as well as going on record as incurring a debt which is uttered by the use of expressions *We would be grateful/glad/happy*. Furthermore, they also use significantly more declarative structures and the use of *would*. On the other hand, native speakers rather opted for the strategy of giving deference and minimizing imposition via a specific lexical choice used in their utterances. It was mainly the pragmatic marker *please* in a combination with interrogative sentences structures which was broadly used in the authentic letters.

6 RESUMÉ

Tato bakalářská práce se zabývá výskytem a užitím negativních zdvořilostních strategií v korpusu obchodní korespondence. Hlavním cílem tohoto díla je prozkoumat nejčastější jazykové prostředky negativní zdvořilosti, vysvětlit význam užitých vět a zjistit, jakou funkci mají jednotlivé věty na své adresáty. Tato práce se systematicky dělí na část teoretickou a praktickou, kde je provedena analýza vybraných vzorků anglické obchodní korespondence s cílem zmapovat frekvenci užití jednotlivých jazykových prostředků, popsat kontexty, ve kterých se vyskytují, a objasnit jejich funkce.

První část začíná kapitolou, která se zabývá zdvořilostí, a to zejména nejprve krátkým obecným úvodem představující fenomén zdvořilosti, který je široce diskutovaným tématem nejen mezi hlavními odborníky v oblasti lingvistiky, ale také mezi neprofesionály v tomto oboru. Vyzdvihuje se zde, že téma zdvořilosti velmi úzce souvisí se společenskými vědami a to by nemělo být zapomínáno. I přes tento fakt je nadále pozornost věnována pouze lingvistickému hledisku. V kapitole jsou postupně k této problematice zdvořilosti představeny několikero názory různých předních lingvistů, mezi které například patří americká profesorka Lakoffová nebo Angličan Leech a další, a názory jsou porovnány. Mezi nejvýznamnější přístup k tomuto tématu se jeví definice zdvořilosti autorů Brownová a Levinson a jejich pojetí zdvořilosti v připodobnění k tváři / *face*. S tím souvisejí jimi popsaná „tvář ohrožující jednání“ / *face-threatening acts* a v souvislosti s tím jsou také popsány strategie, jak zabránit ohrožení tváře adresátů. Negativní zdvořilost je popsána jako typ komunikace, kdy se mluvčí snaží nenaléhat na adresáta, pokouší se respektovat jeho negativní tvář a dává mu prostor rozhodnout se či odmítnout jak mluvčího, tak například předmět hovoru, přičemž toto odmítnutí vyzní v komunikaci mnohem měkčeji a taktněji v porovnání užití bez této negativní zdvořilosti. Mezi hlavní prostředky vyjadřování negativní zdvořilosti patří zejména nepřímé vyjadřování, časté používání otázek, zjemňující elementy, výrazy typu *mohla bych, bylo by možné, jestli dovolíte*, a jiné.

Ve druhé kapitole je pozornost věnována konkrétním lingvistickým prvkům a tím jsou řečové akty, protože to jsou právě nepřímé řečové akty, které hrají důležitou roli v realizaci negativní zdvořilosti. Řečové akty jsou zde rozděleny na přímé a nepřímé, je popsána důležitost porozumění kontextu dané situace a vztahu mezi účastníky komunikace. Zejména důležité je zmínění faktu, že přímé řečové akty jsou takové, ve kterých je větná struktura ve shodě s funkcí,

zatímco u nepřímých řečových aktů se rozlišují, komunikativní funkce neodpovídá doslovnému významu. Tyto větné struktury a funkce jsou zde tedy také představeny.

Třetí kapitola již následně navazuje na později se vyskytující analýzu. Je zde stručně představena obchodní korespondence a její důležitost v obchodním světě. Všechny možné způsoby korespondence, které se v současnosti používají, jsou v této části zmíněny a popsány jejich výhody i nevýhody. Pozornost se také věnuje zprávám, které mají funkci žádosti, které jsou centrálním prvkem této bakalářské práce.

Dále následuje praktická část práce, která je nejdůležitější částí, neboť zkoumá výskyt užití negativní zdvořilosti na konkrétních případech obchodní korespondence. Pro analytickou práci jsou použity dva zdroje. První zdroj obsahuje soubor 119 vzorků, které byly vzaty z oxfordské příručky, originální název *The Oxford Handbook of Commercial Correspondence*, jejíž autorkou je rodilá mluvčí, spisovatelka Ashley, která považuje tuto knihu za příručku pro studenty, kteří chtějí pracovat v oblasti obchodu a mezinárodních vztahů. Druhým zdrojem této analýzy jsou autentické dopisy, které byly s laskavostí poskytnuty třemi nadnárodními společnostmi, které mají své působení v České republice, a je třeba zmínit, že autory dopisů jsou nerodilí mluvčí různých národností. Těchto vzorků bylo posbíráno 111 a všechny vzorky jsou seřazené v příloze a odlišeny od sebe písmeny A a B – toto rozlišení je popsáno v samotné příloze. V praktické části jsou znovu uvedeny cíle a vzhledem k charakteru zdroje je zde přidán sekundární cíl a tím je porovnání výsledků mezi těmito dvěma zdroji, protože se předpokládá, že by mohly být nalezeny zajímavé odlišnosti, když by se porovnály dopisy psané rodilými a nerodilými mluvčími.

Při analýze všech vzorků bylo zjištěno, že všechny příklady obsahují nepřímé řečové akty, tudíž se zde vyskytuje negativní zdvořilostní strategie nepřímosti. Dále, tázací větné struktury byly obecně častější než deklarativní struktury, což potvrzuje myšlenku zmíněnou v teoretické části, která říká, že tázací věty jsou hojně vyskytnuty v negativní zdvořilosti. V analýze bylo 120 tázacích případů, tedy 55 %, a 100 deklarativních větných konstrukcí, které tvoří 45 %. Zde byla využita strategie tázání se. Tyto dvě strategie spolu navzájem úzce souvisí a překrývají se. V rámci těchto dvou strategií byl analyzován výskyt jednotlivých modálních sloves. Zjistilo se, že nejhojněji se vyskytující modální slovesa jsou *would* a *could*, což také potvrzuje teorii, že tyto dva modály jsou obecně považovány za formálnější prostředky k vyjádření zdvořilé otázky v porovnání se slovesy *can* a *will*. Tázací věty se nejvíce objevily v kombinaci s *could*, 48 příkladů, 23 %. Další kombinace je se slovesem *can*, 41 příkladů, 20

% . A třetí nejčastější bylo *would*, 27 příkladů, 13 %. V oznamovacích větách byly výsledky jiné. Nejčastěji se vyskytlo modální slovesa *would*, 69 příkladů (69 %). Dále sloveso *should*, s významně nižším výskytem – 8 příkladů.

Co se týče porovnání dvou korpusů mezi sebou, výskyty jednotlivých prostředků se mezi sebou lišily a výsledky jsou rozdílné. U vzorků z příručky se našlo více vět použitých v deklarativní struktuře a nejpoužívanějším modálním slovesem bylo *would*, typický příklad: *I would like to ask you*. Oproti tomu u vzorků psaných nerodilými mluvčími, převažovaly tázací struktury v kombinaci s modálem *can* a pomocným slovem *please*, které je dle jedné z negativních zdvořilostních strategií považované za velmi účinný prostředek, který napomáhá výpověď udělat zdvořilejší. Typická věta je *Can you please send me?* Tento rozdíl může být tím, že dopisy nerodilých mluvčí byly psané v elektronické podobě a tudíž měli odesílatelé tendenci používat výrazy, na které jsou zvyklí v mluvené řeči-tedy méně formální. Naopak dopisy od Ashley jsou starší úryvky dopisů, které byly napsané buď rukou či na stroji, což pisatele ovlivní a snaží se psát formálněji. Dalším důvodem však také je, že nerodilí mají omezený rozsah znalostí anglických výrazů a používají jednodušší a ustálené výrazy, které mají naučené z lekcí. Také slovo *prosím* se v celkovém porovnání vyskytlo více používané u nerodilých mluvčí než u vět z příručky. Toto slovo má v mnoha jazycích stejnou změkčující funkci. Výskyt byl více jak dvakrát vyšší.

Následující podkapitoly se jednotlivě věnovaly zbylým strategiím negativní zdvořilosti. Nebyla jim věnována velká pozornost z důvodu rozsahu práce, ale nejvíce se vyskytující výrazy byly představeny. Co se týče dopisů rodilých mluvčí, jednou z nejvíce se vyskytujících strategií byla strategie pesimistická tvořená podmínkovými větami – s použitím *if*. Tyto příklady byly také zajímavé tím, že se v nich objevovaly kombinace více modálů, což využívali pouze rodilí mluvčí. Dále strategie využívající nominalizaci a zaznamenávající vzniklý dluh, která je tvořená výrazy *Bylo by skvělé/Byl bych Vám velmi vděčný*, byly u rodilých mluvčí častější. Na druhou stranu, nerodilí mluvčí nejčastěji využívali strategii dávající úctu a strategii snižující obtěžování. Obě se dají vyjádřit pomocí vhodně zvolených lexikálních výrazů. Nejvíce se vyskytujícím prvkem bylo slovo *prosím*, a to zejména v tázacích strukturách v kombinaci s *can* a *could*.

V rámci dalších strategií byly představen jev pluralizace a omlouvání se. Hojnější z těchto dvou jevů byla pluralizace, tedy nahrazování singuláru plurálem. Závěrem je třeba

potvrdit, že všechny negativní zdvořilostní strategie byly v analýze ilustrovány a mohou sloužit jako doporučení k dalšímu prozkoumání.

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8 APPENDICES

8.1 Appendix A

The examples below are grouped according to Brown and Levinson's list of negative politeness strategies. The letter "A" is ascribed to the examples taken from the book written by a native writer Ashley. The book focuses on tips how to write business letters.

Strategy: Question, hedge

- (A18) *We believe* we have established our reliability with you over the past six months and would now like to settle accounts on a quarterly basis. (Ashley 2003, 118)
- (A30) *I think* the reason that wrong sizes have been sent to me is because I am ordering in metric sizes, and you are sending me sizes measured in feet and inches. I would appreciate your looking into this. (Ashley 2003, 101)
- (A54) *Perhaps* you would let me know if this is acceptable? (Ashley 2003, 120)
- (A55) *I wondered* if in future you would let me settle my accounts by monthly statement as this would be more convenient for me. (Ashley 2003, 121)
- (A65) Enclosed you will also find our price list giving full details of prices to London and explaining our discounts, which *we think* you will find very generous and which *we hope* you will take full advantage of. (Ashley 2003, 30)
- (A66) Though you will see we offer a wide selection of watches, may we draw your attention to pp.23-28, where there are styles *we think* might suit the market you describe? (Ashley 2003, 31)
- (A67) Thank you for your custom, and *we hope* you will be in touch with us again. (Ashley 2003, 80)
- (A69) *We think* you may have overlooked invoice No.5A1910 for £351 (see copy) which was due to last month. (Ashley 2003, 87)
- (A70) *Could you please send* your current catalogue and price list for exhibition stands? We are particularly interested in stands suitable for displaying furniture. (Ashley 2003, 39)
- (A71) *Could you please ship* by scheduled freighter to avoid any unnecessary delays? (Ashley 2003, 62)
- (A72) As *we* are planning to send another order within the month, *could you* please *confirm* that you agree to these new terms of payment? (Ashley 2003, 84)
- (A73) *Could you* please *let us have* a cheque to clear the amount as soon as possible? (Ashley 2003, 87)
- (A74) *Could you* please *note our* new address for future reference? (Ashley 2003, 96)
- (A75) *Could you* please *supply* these heads as soon as possible? (Ashley 2003, 19)
- (A76) *Could you* please *contact* John on jplham@wemshop.com, or on his mobile (71292 89541), to arrange a convenient time for him to visit the store? (Ashley 2003, 24)

- (A77) **Could you** please **give me** more information about course BL 362, which appears in the language learning section of your summer prospectus? (Ashley 2003, 40)
- (A78) When replying, **could you** please **enclose** a pattern card? (Ashley 2003, 40)
- (A79) **Could you** please **send** me details of your tubeless tyres which are being advertised in garages around the country? (Ashley 2003, 42)
- (A80) Please **could you contact us** and let **us** know why the balance has not been paid? (Ashley 2003, 87)
- (A81) Please **could you contact** me to arrange an appointment? (Ashley 2003, 23)
- (A82) Please **could you send us** the balance of €795.00? (Ashley 2003, 111)
- (A83) **Could you send** an inspector or adviser to see **us** soon? (Ashley 2003, 32)
- (A84) **Could you let us know** if you allow cash discounts? (Ashley 2003, 40) (A85) **Could you tell us** if the CDs are leading brand names, or made by small independent companies, and whether they would be suitable for domestic recording? (Ashley 2003, 43)
- (A86) **Could you confirm** the transfer has been made as soon as the correspondent bank advises you? (Ashley 2003, 79)
- (A87) **Could you tell** your despatch department to take special care when addressing consignments? My name and address are C.J.Schwartz, Bergstr.101 Köln. But there is a C.Schwartz, Bergstr.110 Köln who deals in electrical fittings. (Ashley 2003, 101)
- (A88) **Could you ask** your accounts department to check my code carefully in future? (Ashley 2003, 101)
- (A89) **Could you let us know** if this company is capable of repaying a loan of this size within the specified time? (Ashley 2003, 126)
- (A90) **Could you tell us** if the company has a good reputation in your country; whether they can be relied on to settle promptly on due dates; and what limit you would place or have placed on credit when dealing with them? (Ashley 2003, 126)
- (A91) As we know nothing about them or their creditworthiness, **could you investigate** their business activities over the past few years and give **us** a detailed report? (Ashley 2003, 127)
- (A92) Before selling toys we prefer to test them for safety. **Could you therefore send us** at least two examples of the 'Spring' range? (Ashley 2003, 40)
- (A93) **Could you send** us your latest catalogue and price list, quoting your most competitive prices? (Ashley 2003, 44)
- (A94) Please **would you send** me details of your DVD video systems. (Ashley 2003, 9)
- (A95) Please **would you send** me details of your quad sound systems, advertised in the April edition of 'Sound Monthly'? I am particularly interested in the Omega range. (Ashley 2003, 21)
- (A96) Please **would you send** me your Spring catalogue and price list, quoting CIF prices? (Ashley 2003, 42)

- (A97) If you publish any books of this kind, please **would you send us** details? (Ashley 2003, 182)
- (A98) **Would you** please **send** the shipping documents and your sight draft to Northminster Bank (City Branch), Deal Street, Birmingham B3 1SO. (Ashley 2003, 64)
- (A99) Please **would you either reply** with an explanation or send **us** a cheque to clear the account within the next seven days? (Ashley 2003, 95)
- (A100) Please **would you return** the whole consignment to **us**, postage and packaging forward, and we will ask the shipping company to inspect the damage so that they can arrange compensation. (Ashley 2003, 106)
- (A101) **Would you** please **return** samples of the items you are dissatisfied with, and I will send them to **our** factory in Düsseldorf for test. (Ashley 2003, 101)
- (A102) Please **would you include** the following documents with the draft. (Ashley 2003, 160)
- (A103) **Would you** please **confirm** that the credit will be settled then? (Ashley 2003, 86)
- (A104) **Would you** please **tell us if** this company has had any bad debts in the past; if any legal action has been taken against them to recover overdue accounts; what sort of reputation they have amongst suppliers in the trade; whether they have ever traded under another name; and **if** they have, whether that business has been subject to bankruptcy proceedings? (Ashley 2003, 134)
- (A105) **Would you** please **arrange** for £1,574.00 to be transferred from **our** No. 2 account to their account with Dewlands Bank, Leadenhall Street, London EC2, on the 1st of every month, beginning 1 May this year? (Ashley 2003, 141)
- (A106) **Would you** please **accept** the draft on **our** behalf, send **us** the documents, and debt **our** account? (Ashley 2003, 153)
- (A107) **Would it be** possible for you to supply **us** with a range on an approval basis to see if **we** can encourage a demand? (Ashley 2003, 40)
- (A108) As **we** have no knowledge of this company, **would it be** possible for you to give us detailed information of their trading activities over, say, the past three years? (Ashley 2003, 126)
- (A109) As we have only just received your letter asking for credit facilities, **would you allow** us a little time to consider the matter? (Ashley 2003, 120)
- (A110) **Perhaps** an enquiry agency would be more helpful? (Ashley 2003, 127)
- (A111) If you would like to place an order, **may I suggest** that you do so before the end of this month so that it can be met in good time for the start of the summer season? (Ashley 2003, 33)
- (A112) **May I suggest** that you approach a financial corporation as this type of organization might be in a better position to help in the current financial climate? (Ashley 2003, 146)
- (A113) **May I remind you** that your June statement is still outstanding, and ask you to settle as soon as possible? (Ashley 2003, 77)

(A114) Though you will see we offer a wide selection of watches, *may we draw your attention* to pp.23-28, where there are styles *we think* might *suit* the market you describe? (Ashley 2003, 31)

Strategy: Be pessimistic

- (A4) I am planning to come and study in London next autumn and would be grateful *if you could send* me a prospectus and details of your fees. I am particularly interested in courses in computing. (Ashley 2003, 39)
- (A5) We would also appreciate *if you could send some* samples of the material so that we can examine the texture and quality. (Ashley 2003, 40)
- (A6) We would appreciate it *if you could send us some* samples. (Ashley 2003, 43)
- (A7) I would be grateful *if you could arrange* for one of your representatives to call on me within the next two weeks. (Ashley 2003, 40)
- (A12) We would also like to know *if* you provide any trade discounts. (Ashley 2003, 43)
- (A13) We would like to know *if* the company is creditworthy and has a good reputation. (Ashley 2003, 126)
- (A24) I would like, *if possible*, to settle future accounts every three months with payments against quarterly statements. (Ashley 2003, 123)
- (A25) Please contact us *if you would like* any further information. (Ashley 2003, 33)
- (A31) I would appreciate it *if you could open* a current account for me under my trading name R&S Fashions Ltd. (Ashley 2003, 140)
- (A34) We would appreciate *if you could* clear the account as soon as possible as *we* ourselves have suppliers to pay. (Ashley 2003, 90)
- (A35) I would be grateful *if you could* come and inspect the damage and arrange for repairs within the next week. (Ashley 2003, 107)
- (A36) We would be grateful *if you could* tell us if the company is reliable in settling its accounts promptly. (Ashley 2003, 126)
- (A37) As I have firm orders for the design I asked for, I would be grateful if *you could* send my consignment as soon as possible, and collect the wrongly delivered goods. (Ashley 2003, 103)
- (A38) I am sorry to trouble you, particularly since you were so prompt in settling the account, but I would be grateful *if you would let us have* the additional amount of €340.00 as itemized on the enclosed debit note. (Ashley 2003, 111)
- (A41) It would be helpful *if* one of your representatives could visit us so that we can discuss details of the available systems. (Ashley 2003, 32)
- (A54) *Perhaps* you would let me know if this is acceptable? (Ashley 2003, 120)
- (A55) I wondered *if* in future you would let me settle my accounts by monthly statement as this would be more convenient for me. (Ashley 2003, 121)

- (A97) *If you publish* any books of this kind, please would you send us details? (Ashley 2003, 182)
- (A104) Would you please tell us *if* this company has had any bad debts in the past; *if* any legal action has been taken against them to recover overdue accounts; what sort of reputation they have amongst suppliers in the trade; *whether* they have ever traded under another name; and *if* they have, *whether* that business has been subject to bankruptcy proceedings? (Ashley 2003, 134)
- (A107) *Would it be possible* for you to supply us with a range on an approval basis to see if we can encourage a demand? (Ashley 2003, 40)
- (A108) As we have no knowledge of this company, *would it be possible* for you to give us detailed information of their trading activities over, say, the past three years? (Ashley 2003, 126)
- (A111) *If you would like to place* an order, may I suggest that you do so before the end of this month so that it can be met in good time for the start of the summer season? (Ashley 2003, 33)

Strategy: Minimize imposition

- (A1) I attach a provisional order (No. B1463) in anticipation of your agreement. There is *no hurry*, so you can send these with your next delivery to Swansea. (Ashley 2003, 26)
- (A5) We would also appreciate if you could send *some* samples of the material so that we can examine the texture and quality. (Ashley 2003, 40)
- (A6) We would appreciate it if you could send us *some* samples. (Ashley 2003, 43)
- (A23) I would *just* like to confirm that we agreed settlement will be made against monthly statements. (Ashley 2003, 119)
- (A65) Enclosed you will also find our price list giving full details of prices to London and explaining our discounts, which we think you will find *very* generous and which we hope you will take full advantage of. (Ashley 2003, 30)
- (A109) As we have only just received your letter asking for credit facilities, would you allow us *a little* time to consider the matter? (Ashley 2003, 120)

Strategy: Give deference

- (A8) We would very much like to add your clients to our worldwide list of customers, and could promise them an *excellent* product with *a first-class service*. (Ashley 2003, 56)
- (A25) *Please* contact us if you would like any further information. (Ashley 2003, 33)
- (A70) Could you *please* send your current catalogue and price list for exhibition stands? We are particularly interested in stands suitable for displaying furniture. (Ashley 2003, 39)
- (A71) Could you *please* ship by scheduled freighter to avoid any unnecessary delays? (Ashley 2003, 62)

- (A72) As we are planning to send another order within the month, could you *please* confirm that you agree to these new terms of payment? (Ashley 2003, 84)
- (A73) Could you *please* let us have a cheque to clear the amount as soon as possible? (Ashley 2003, 87)
- (A74) Could you *please* note our new address for future reference? (Ashley 2003, 96)
- (A75) Could you *please* supply these heads as soon as possible? (Ashley 2003, 19)
- (A76) Could you *please* contact John on jplham@wemshop.com, or on his mobile (71292 89541), to arrange a convenient time for him to visit the store? (Ashley 2003, 24)
- (A77) Could you *please* give me more information about course BL 362, which appears in the language learning section of your summer prospectus? (Ashley 2003, 40)
- (A78) When replying, could you *please* enclose a pattern card? (Ashley 2003, 40)
- (A79) Could you *please* send me details of your tubeless tyres which are being advertised in garages around the country? (Ashley 2003, 42)
- (A80) *Please* could you contact us and let us know why the balance has not been paid? (Ashley 2003, 87)
- (A81) *Please* could you contact me to arrange an appointment? (Ashley 2003, 23)
- (A82) *Please* could you send us the balance of €795.00? (Ashley 2003, 111)
- (A94) *Please* would you send me details of your DVD video systems. (Ashley 2003, 9)
- (A95) *Please* would you send me details of your quad sound systems, advertised in the April edition of 'Sound Monthly'? I am particularly interested in the Omega range. (Ashley 2003, 21)
- (A96) *Please* would you send me your Spring catalogue and price list, quoting CIF prices? (Ashley 2003, 42)
- (A97) If you publish any books of this kind, *please* would you send us details? (Ashley 2003, 182)
- (A98) Would you *please* send the shipping documents and your sight draft to Northminster Bank (City Branch), Deal Street, Birmingham B3 1SO. (Ashley 2003, 64)
- (A99) *Please* would you either reply with an explanation or send *us* a cheque to clear the account within the next seven days? (Ashley 2003, 95)
- (A100) *Please* would you return the whole consignment to *us*, postage and packaging forward, and *we* will ask the shipping company to inspect the damage so that they can arrange compensation. (Ashley 2003, 106)
- (A101) Would you *please* return samples of the items you are dissatisfied with, and I will send them to *our* factory in Düsseldorf for test. (Ashley 2003, 101)
- (A102) *Please* would you include the following documents with the draft. (Ashley 2003, 160)
- (A103) Would you *please* confirm that the credit will be settled then? (Ashley 2003, 86)
- (A104) Would you *please* tell us if this company has had any bad debts in the past; if any legal action has been taken against them to recover overdue accounts; what sort of

reputation they have amongst suppliers in the trade; whether they have ever traded under another name; and if they have, whether that business has been subject to bankruptcy proceedings? (Ashley 2003, 134)

(A105) Would you *please* arrange for £1,574.00 to be transferred from *our* No. 2 account to their account with Dewlands Bank, Leadenhall Street, London EC2, on the 1st of every month, beginning 1 May this year? (Ashley 2003, 141)

(A106) Would you *please* accept the draft on *our* behalf, send *us* the documents, and debit *our* account? (Ashley 2003, 153)

Strategy: Apologize

(A38) *I am sorry to trouble you*, particularly since you were so prompt in settling the account, but I would be grateful if you would let us have the additional amount of €340.00 as itemized on the enclosed debit note. (Ashley 2003, 111)

Strategy: Impersonalize + state imposition as a general rule

(A1) I attach a provisional order (No. B1463) in anticipation of your agreement. *There is* no hurry, so you can send these with your next delivery to Swansea. (Ashley 2003, 26)

(A2) *We* therefore suggest that you visit our centre in Birmingham, where the equipment is set up, so that you can see the machine in action. (Ashley 2003, 49)

(A3) Your order, No. YI/151/C, *is being sent* express rail-freight and *can be collected* after 09.00 tomorrow. Enclosed is consignment note No. 1167153, which *should be presented on collection*. (Ashley 2003, 63)

(A5) *We* would also appreciate if you could send some samples of the material so that *we can examine* the texture and quality. (Ashley 2003, 40)

(A6) *We* would appreciate it if you could send *us* some samples. (Ashley 2003, 43)

(A8) *We* would very much like to add your clients to our worldwide list of customers, and could promise them an excellent product with a first-class service. (Ashley 2003, 56)

(A9) *We* have heard about your latest equipment in laser surgery and would like more details. (Ashley 2003, 39)

(A10) *We* would like to make a decision on this soon, so *we* would appreciate an early reply. (Ashley 2003, 32)

(A11) *We* would like to know more about the prices and discounts you offer. (Ashley 2003, 32)

(A12) *We* would also like to know if you provide any trade discounts. (Ashley 2003, 43)

(A13) *We* would like to know if the company is creditworthy and has a good reputation. (Ashley 2003, 126)

(A14) *We* would like to draw your attention to the trade and quantity discounts *we* are offering in our Special Purchase section on pp.19-26, which may be of particular interest to you. (Ashley 2003, 54)

- (A15) **We** would like to confirm that **payment is to be made** by irrevocable letter of credit, which **we** have already applied to the bank for. (Ashley 2003, 62)
- (A16) **We** have been dealing with you on a cash against documents basis for over a year and would like to change to payment by 40-day bill of exchange, documents against acceptance. (Ashley 2003, 84)
- (A17) **We** would like either **replacements to be included in our next shipment**, or **your credit note**. (Ashley 2003, 85)
- (A18) **We** believe **we** have established **our** reliability with you over the past six months and would now like to settle accounts on a quarterly basis. (Ashley 2003, 118)
- (A19) As **we** intend to place a substantial order, **we** would like to know what quantity discounts you allow. (Ashley 2003, 40)
- (A20) With reference to **our** phone conversation this morning, I would like one of your representatives to visit **our** store at 443 Halton Road, London, SE4 3TN, to give an estimate for a complete refit. (Ashley 2003, 23)
- (A23) I would just like to confirm that we agreed **settlement will be made** against monthly statements. (Ashley 2003, 119)
- (A25) Please contact **us** if you would like any further information. (Ashley 2003, 33)
- (A32) **We would like** to make a decision on this soon, so we would appreciate an early reply. (Ashley 2003, 32)
- (A33) **We** would appreciate delivery within the next six weeks, and look forward to your acknowledgement. (Ashley 2003, 64)
- (A34) **We** would appreciate if you could clear the account as soon as possible as **we** ourselves have suppliers to pay. (Ashley 2003, 90)
- (A39) **We** would be grateful for an early reply. (Ashley 2003, 41)
- (A40) **We** would be very grateful for an early reply, and can assure you that it will be treated in the strictest confidence. (Ashley 2003, 129)
- (A42) Prompt delivery would be necessary as **we** have a rapid turnover. **We** would therefore need your assurance that you could meet all delivery dates. (Ashley 2003, 41)
- (A43) As **we** usually place large orders, **we** would expect a quantity discount in addition to a 20% trade discount off net list prices. (Ashley 2003, 45)
- (A44) **We** have enclosed full details of the Laren welder, but a demonstration **would be necessary** to show you its full capabilities. (Ashley 2003, 49)
- (A45) **We** usually offer an 18% trade discount on FOB prices, and would prefer payment by irrevocable letter of credit. (Ashley 2003, 53)
- A46) **We** would welcome inspection of the site by your surveyors, with a view to supplying an estimate for the reconstruction. (Ashley 2003, 41)
- (A47) At present **we** still have places available for students taking the English for Business Executives course beginning in July, but would ask you to book as soon as possible so that **we** can reserve a place for you and arrange accommodation with an English family. (Ashley 2003, 54)

- (A48) *We* would urge you to place an order as soon as possible as there has been a huge response to our advertisement. (Ashley 2003, 55)
- (A49) *We* would be glad to accept orders for any number of pieces, and can mix sets if required. (Ashley 2003, 56)
- (A50) *We* can offer you a quantity discount, which would be 5% off net prices for orders over £2,000. (Ashley 2003, 58)
- (A51) *We* would only be prepared to supply on a cash basis. (Ashley 2003, 70)
- (A52) *It* would be uneconomical for *us* to offer *our* products at the discounts you suggest as *we* work on a fast turnover and low profit margins. (Ashley 2003, 72)
- (A57) To summarize: all prices are quoted CIF Yokohama, delivery would be six weeks from receipt of order, and *payment should be made* by bank draft. (Ashley 2003, 33)
- (A58) *Payment* for initial orders *should be made* by sight draft, payable at Den Norske Creditbank, Kirkegaten 21, Oslo 1, cash against documents. (Ashley 2003, 51)
- (A59) *The carpets should be wrapped*, and *the packaging reinforced* at both ends to avoid wear. (Ashley 2003, 63)
- (A60) *The machines must be well greased* with all movable parts secured before being loaded into crates, which *should be clearly marked* with your castle logo for easy identification. (Ashley 2003, 63)
- (A61) They have asked *us* to instruct you that the 60 sets of crockery ordered *should be packed* in 6 crates, 10 sets per crate, with each piece individually wrapped, and the crates marked clearly with their name, the words 'fragile' and 'crockery', and numbered 1-6. (Ashley 2003, 68)
- (A62) *Your draft should include* our discount commission which is 5%, and our charges listed on the attached sheet. (Ashley 2003, 160)
- (A63) You should contact *us* if any problems arise. (Ashley 2003, 63)
- (A65) Enclosed you will also find our price list giving full details of prices to London and explaining our discounts, which *we* think you will find very generous and which *we* hope you will take full advantage of. (Ashley 2003, 30)
- (A66) Though you will see *we* offer a wide selection of watches, may *we* draw your attention to pp.23-28, where there are styles *we* think might suit the market you describe? (Ashley 2003, 31)
- (A67) Thank you for your custom, and *we* hope you will be in touch with *us* again. (Ashley 2003, 80)
- (A69) *We* think you may have overlooked invoice No.5A1910 for £351 (see copy) which was due to last month. (Ashley 2003, 87)
- (A70) Could you please send your current catalogue and price list for exhibition stands? *We* are particularly interested in stands suitable for displaying furniture. (Ashley 2003, 39)
- (A72) As *we* are planning to send another order within the month, could you please confirm that you agree to these new terms of payment? (Ashley 2003, 84)

- (A73) Could you please let *us* have a cheque to clear the amount as soon as possible? (Ashley 2003, 87)
- (A74) Could you please note *our* new address for future reference? (Ashley 2003, 96)
- (A80) Please could you contact *us* and let *us* know why the balance has not been paid? (Ashley 2003, 87)
- (A82) Please could you send *us* the balance of €795.00? (Ashley 2003, 111)
- (A83) Could you send an inspector or adviser to see *us* soon? (Ashley 2003, 32)]
- (A84) Could you let *us* know if you allow cash discounts? (Ashley 2003, 40)
- (A85) Could you tell *us* if the CDs are leading brand names, or made by small independent companies, and whether they would be suitable for domestic recording? (Ashley 2003, 43)
- (A89) Could you let *us* know if this company is capable of repaying a loan of this size within the specified time? (Ashley 2003, 126)
- (A90) Could you tell *us* if the company has a good reputation in your country; whether they can be relied on to settle promptly on due dates; and what limit you would place or have placed on credit when dealing with them? (Ashley 2003, 126)
- (A91) As *we* know nothing about them or their creditworthiness, could you investigate their business activities over the past few years and give *us* a detailed report? (Ashley 2003, 127)
- (A92) Before selling toys *we* prefer to test them for safety. Could you therefore send *us* at least two examples of the 'Spring' range? (Ashley 2003, 40)
- (A93) Could you send *us* your latest catalogue and price list, quoting your most competitive prices? (Ashley 2003, 44)
- (A97) If you publish any books of this kind, please would you send *us* details? (Ashley 2003, 182)
- (A99) Please would you either reply with an explanation or send *us* a cheque to clear the account within the next seven days? (Ashley 2003, 95)
- (A100) Please would you return the whole consignment to *us*, postage and packaging forward, and *we* will ask the shipping company to inspect the damage so that they can arrange compensation. (Ashley 2003, 106)
- (A101) Would you please return samples of the items you are dissatisfied with, and I will send them to *our* factory in Düsseldorf for test. (Ashley 2003, 101)
- (A104) Would you please tell *us* if this company has had any bad debts in the past; if any legal action has been taken against them to recover overdue accounts; what sort of reputation they have amongst suppliers in the trade; whether they have ever traded under another name; and *if* they have, whether that business has been subject to bankruptcy proceedings? (Ashley 2003, 134)
- (A106) Would you please accept the draft on *our* behalf, send *us* the documents, and debt *our* account? (Ashley 2003, 153)

- (A107) Would it be possible for you to supply *us* with a range on an approval basis to see if *we* can encourage a demand? (Ashley 2003, 40)
- (A108) As *we* have no knowledge of this company, ***would it be possible*** for you to give *us* detailed information of their trading activities over, say, the past three years? (Ashley 2003, 126)
- (A109) As *we* have only just received your letter asking for credit facilities, would you allow us a little time to consider the matter? (Ashley 2003, 120)
- (A114) Though you will see *we* offer a wide selection of watches, ***may we*** draw your attention to pp.23-28, where there are styles *we* think might suit the market you describe? (Ashley 2003, 31)
- (A115) Unless ***the account is cleared*** within 14 days from the date of this letter, *we* shall take legal action. (Ashley 2003, 15)
- (A116) The damaged ***consignment will be returned*** when *we* receive the replacement. (Ashley 2003, 17)
- (A117) As I mentioned on the phone, it is essential that ***work is completed*** before the end of February 20, and this would be stated in the contract. (Ashley 2003, 23)
- (A119) ***VAT should have been calculated*** at 17.5%, NOT 15%. Difference = £81.86 111.

Strategy: Nominalize

- (A10) We would like to make a decision on this soon, so we would appreciate ***an early reply***. (Ashley 2003, 32)
- (A14) We would like to draw your attention to the trade and quantity discounts *we* are offering in our Special Purchase section on pp.19-26, which may be of ***particular interest to you***. (Ashley 2003, 54)
- (A16) We have been dealing with you on a cash against documents basis for over a year and would like to change to ***payment by 40-day bill of exchange, documents against acceptance***. (Ashley 2003, 84)
- (A17) We would like either ***replacements to be included in our next shipment, or your credit note***. (Ashley 2003, 85)
- (A20) With ***reference to our phone conversation this morning***, I would like one of your representatives to visit *our* store at 443 Halton Road, London, SE4 3TN, to give an estimate for a complete refit. (Ashley 2003, 23)
- (A27) I would appreciate ***your comments on the designs with regard to your market***. (Ashley 2003, 18)
- (A28) I would appreciate ***more details about the 'University Communications System'*** which you are currently advertising on your website. (Ashley 2003, 40)
- (A29) I would appreciate ***a prompt reply quoting trade prices***. (Ashley 2003, 42)
- (A30) I think the reason that wrong sizes have been sent to me is because I am ordering in metric sizes, and you are sending me sizes measured in feet and inches. I would appreciate ***your looking into this***. (Ashley 2003, 101)

- (A32) We would like to make a decision on this soon, so we would appreciate *an early reply*. (Ashley 2003, 32)
- (A33) We would appreciate *delivery within the next six weeks*, and look forward to *your acknowledgement*. (Ashley 2003, 64)
- (A39) We would be grateful *for an early reply*. (Ashley 2003, 41)
- (A40) We would be very grateful *for an early reply*, and can assure you that it will be treated in the strictest confidence. (Ashley 2003, 129)
- (A42) *Prompt delivery* would be necessary as *we* have a rapid turnover. We would therefore need *your assurance* that you could meet all delivery dates. (Ashley 2003, 41)
- (A43) As we usually place large orders, we would expect *a quantity discount in addition to a 20% trade discount off net list prices*. (Ashley 2003, 45)
- (A44) We have enclosed full details of the Laren welder, but *a demonstration* would be necessary to show you its full capabilities. (Ashley 2003, 49)
- (A45) We usually offer an 18% trade discount on FOB prices, and would prefer *payment by irrevocable letter of credit*. (Ashley 2003, 53)
- (A46) We would welcome *inspection of the site by your surveyors*, with a view to supplying an estimate for the reconstruction. (Ashley 2003, 41)
- (A58) *Payment for initial orders* should be made by sight draft, payable at Den Norske Creditbank, Kirkegaten 21, Oslo 1, cash against documents. (Ashley 2003, 51)
- (A68) Your account has been extended another month, but I will have to insist on *payment by the end of July*. (Ashley 2003, 86)

Strategy: Go on record as incurring a debt

- (A4) I am planning to come and study in London next autumn and *would be grateful* if you could send me a prospectus and details of your fees. I am particularly interested in courses in computing. (Ashley 2003, 39)
- (A5) *We would also appreciate* if you could send some samples of the material so that we can examine the texture and quality. (Ashley 2003, 40)
- (A6) *We would appreciate* it if you could send us some samples. (Ashley 2003, 43)
- (A7) *I would be grateful* if you could arrange for one of your representatives to call on me within the next two weeks. (Ashley 2003, 40)
- (A10) We would like to make a decision on this soon, so *we would appreciate an early reply*. (Ashley 2003, 32)
- (A27) *I would appreciate* your comments on the designs with regard to your market. (Ashley 2003, 18)
- (A28) *I would appreciate* more details about the 'University Communications System' which you are currently advertising on your website. (Ashley 2003, 40)
- (A29) *I would appreciate* a prompt reply quoting trade prices. (Ashley 2003, 42)

- (A30) I think the reason that wrong sizes have been sent to me is because I am ordering in metric sizes, and you are sending me sizes measured in feet and inches. ***I would appreciate*** your looking into this. (Ashley 2003, 101)
- (A31) ***I would appreciate*** it if you could open a current account for me under my trading name R&S Fashions Ltd. (Ashley 2003, 140)
- (A32) We would like to make a decision on this soon, so we **would appreciate** an early reply. (Ashley 2003, 32)
- (A33) ***We would appreciate*** delivery within the next six weeks, and look forward to your acknowledgement. (Ashley 2003, 64)
- (A34) ***We would appreciate*** if you could clear the account as soon as possible as we ourselves have suppliers to pay. (Ashley 2003, 90)
- (A35) ***I would be grateful*** if you could come and inspect the damage and arrange for repairs within the next week. (Ashley 2003, 107)
- (A36) ***We would be grateful*** if you could tell us if the company is reliable in settling its accounts promptly. (Ashley 2003, 126)
- (A37) As I have firm orders for the design I asked for, ***I would be grateful*** if you could send my consignment as soon as possible, and collect the wrongly delivered goods. (Ashley 2003, 103)
- (A38) I am sorry to trouble you, particularly since you were so prompt in settling the account, but ***I would be grateful*** if you would let us have the additional amount of €340.00 as itemized on the enclosed debit note. (Ashley 2003, 111)
- (A39) ***We would be grateful*** for an early reply. (Ashley 2003, 41)
- (A40) ***We would be very grateful*** for an early reply, and can assure you that it will be treated in the strictest confidence. (Ashley 2003, 129)
- (A41) ***It would be helpful if*** one of your representatives could visit ***us*** so that ***we*** can discuss details of the available systems. (Ashley 2003, 32)
- (A49) ***We would be glad*** to accept orders for any number of pieces, and can mix sets if required. (Ashley 2003, 56)

8.2 Appendix B

The examples below are grouped according to Brown and Levinson's list of negative politeness strategies. The letter "B" is ascribed to the examples obtained from non-native speakers communicating in English on a daily basis.

Strategy: Question, hedge

- (B2) *Is it possible* that your staff can disassemble the assembly plates in the upper belt on Monday morning?
- (B3) *Is it possible* to send it within this week?
- (B7) We would like to order some spare parts for this year as every year. When *can we* expect *your quotation*?
- (B14) I would like to *kindly* ask you if you can send or provide us drawing of this part number: 778900017.
- (B18) Should you be interested in expressing your thoughts and feelings about your James Cook classes, we would *definitely* appreciate hearing them.
- (B19) I would be *definitely* happy with the results you received from Prague, as *we* essentially using the same sheets.
- (B24) During these session *I think* it would be good to hear from everyone: what goals and results are realistic for the program, what time and resource commitment is realistic, what kind of infrastructure is needed to support.
- (B26) *Could you* please *let me know* whether you will participating in the Exit interview tomorrow? Thanks
- (B27) *Could you* please *organize* this meeting this week, Thursday or Friday latest? The SOP girls already expressed their interest, so you can include them.
- (B28) Great! *Could you* please *share* the internal 3D report with *us*?
- (B29) *Could you* please *instruct* your colleagues so they know the same amount of information in case of your absence?
- (B30) *Could you* please *send* me the updated contact list? (B31) *Could you* please *ignore* the last message as it is no longer actual?
- (B32) *Could you* please *check* your possibilities to perform the audit during the month of July?
- (B33) *Could you* please *check* your parts and give me feedback?
- (B34) *Could you* please *inform us* about the latest news relating the project B20?
- (B35) *Could you check* please final density - 30 g/l or 35 g/l?
- (B36) Please see JPG, Sean Jones has told me you have good guide system in the laminator entrance for this, please *could you take* me some JPEGs?
- (B37) Please *could you book* and confirm his accommodation?
- (B38) *Could you find out* how much the delivery to Valencia, Spain cost?

- (B39) **Could you book** two rooms in a hotel near the factory for the night from Monday to Tuesday?
- (B40) **Could you contact** the quality engineer directly?
- (B41) **Could you fill in** the first two pages and send it as a pdf?
- (B42) **Could you check** your stock and tell **us** how many parts you have available?
- (B43) **Could you use** a corrugated box as it is a more economical option?
- (B44) **Could you fill in** the attached report and send it back until 4PM?
- (B45) **Could you increase** the frequency of regular controls as **our** customer starts a mass production of the model YAA M20?
- (B46) **Could you send** us 8D report and 5Why?
- (B47) **Could you measure** 3 parts from each cavity and illustrate some possible deviations?
[IND] [QU/H]
- (B48) **Could you pay** more attention to the new project and make sure that the controls are effective?
- (B49) **Could you communicate** us the Petit Dim document?
- (B50) I am writing to enquire whether **your company could offer** some filling pumps for Isocyanate and Polyol for **our** company.
- (B51) **Can you** please **check** when 152214 TOYOTA CVT FLUID 4X5L 08886-81390 will arrive in Duisburg? ProActive comment: Unforecasted volumes; Next del. term will be announced asap.
- (B52) We are at the loading place but they are telling us the loading reference is not correct. **Can you** please **check** this?
- (B53) **Can you** please **check** with Sabine if the dealer code 4290 got replaced by the dealer code 4295 and let me know the feedback.
- (B54) This is a reminder: **Can you** please **check** the B/L and confirm me everything is ok with that? The parts have already been departed from Korea and it is a time to issue B/L that we need your confirmation.
- (B55) **Can you** please **inform** why was the truck with 112 pcs cancelled? When will this qty be available?
- (B56) **Can you** please **inform** what will be ready for collection on 13.03 ?
- (B57) **Can you** please **inform** the timings about the loadings in Duisburg on 29/04 and 4/05 please, and Gravenchon of 29/04 and when loaded also today?
- (B58) Please **can you inform us** when the truck arrives in Budapest?
- (B59) **Can you** please **give** a reply?
- (B60) **Can you** please **send** me a picture of the data sheet of this chiller?
- (B61) **Can you** please **send** me all the working drawings for Ikwang line?
- (B62) **Can you send me** price hydraulic motor and sealing o-rings or another spare parts?

- (B63) **Can you send** me more photos and with your comments?
- (B64) If it is okay, **can you send** me **some** sample of the seals by post.
- (B65) Please **can you send** me the copy of the related credit note?
- (B66) We need this shock absorber as soon as possible. Please, **can you send me your offer?**
We will pay it as pro-forma.
- (B67) Please **can you send** me the invoice and BL with English language version?
- (B68) I wrote two email 8.9 and 22.September to your colleagues Mr.Liong and Mr.Pluk and I don't have any answer from them. Please **can you send** me a short email?
- (B69) Please **can you send** me a new price till this Friday 31.10.?
- (B70) Please **can you send** me your Pro-forma where is written IBAN and BIC code your bank? We will transfer money to your bank account immediately.
- (B71) Please **can you send** me the norms again, I must have accidentally deleted it.
- (B72) **Can you** please **remind/summarize** me of **our** operations during the year-end holiday season? Especially deliveries in the next 3 weeks?
- (B73) **We** were supposed to deliver to GCA Caen today. However, they are now asking us to deliver to Bayeux – since the tank is full in Caen. **Can you** please **confirm** that we can deliver in Bayeux instead?
- (B74) **Can you confirm** to me what would be the SH name + address and structure, please?
Thanks
- (B75) **Can you** please **provide** your control panel's picture which is located in front of side trimming machine?
- (B76) **Can we** please **have** the delivery today? **We** agree to pay the additional delivery fee.
- (B77) **Can you** please **do** corrective actions accordingly and summarize it in an 8D report?
- (B78) **Can you** please **submit** PPAP folder shortly?
- (B79) **Can you arrange** a meeting and discuss the matter internally with a big focus on the problem?
- (B80) ZF04 has been added, please **can you refresh** the order.
- (B81) Please **can you enclose** your updated quotation.
- (B82) Please **can you advise** the customer accordingly.
- (B83) Please **can you contact** my colleague if there is something which is not clear for you. I am no longer responsible for this project.
- (B84) Please **can you deliver** the parts as soon as possible?
- (B85) **Can you deliver** the hot tooling at the beginning of the next year?
- (B86) I do not have the AutoCad drawing on my computer. I have a printed drawing. **Can you get** this for me please?
- (B87) When **you can receive** your delivery to **us**?

- (B88) **Can you dimension** some part on the tool? Are you able to produce a new design LV profile?
- (B89) Also, **would you be able** to supply **us** with two boxes of “Heat Sink Compound Plus” from RS please?
- (B90) **Would you be able** to give **us** an approximate price for transport?
- (B91) If possible **would you be able** to send **us** some of the Teflon tape you use for your cut-backs?
- (B92) If it is possible, **would you consider** coming to **our** factory and help **us** with the setting up the machine?
- (B93) Richard has done your software, as I mentioned before it has cost 1 day of his time, please **would you mail us** a PO for £350 and **we** will mail it on.
- (B94) Please **would you mind adding** the following cost for this order?
- (B95) Please **would you mind arranging** a pick-up on Wednesday as proposed.
- (B96) I am sorry, but **would you mind** if I ask a couple of questions?
- (B97) I am sorry to ask, but **would you mind** if we postpone tomorrow’s teleconference to Friday morning?
- (B98) I am sorry, **would you mind checking** the attached presentation and answer the question in the last page?
- (B99) **Will you be able** to do the remote service in March at the latest?
- (B100) **Will you possibly call** there in order to make sure that the requirements were met?
- (B101) **Will you please send** it to the project manager who keeps track of this matter before 1AM?
- (B102) **May I kindly ask** everyone to send their latest draft prior to the training next week (11 & 12 December).
- (B103) **May I ask** you to send me the related claim documents?
- (B104) **May I offer** you a new date which is 25th of February as it is the first possible date?

Strategy: Be pessimistic

- (B1) It would be better **if you could organise** technician for the night shift because I do not know the condition of your plates, and I do not want "not to finish" them during this period.
- (B2) **Is it possible** that your staff can disassemble the assembly plates in the upper belt on Monday morning?
- (B3) **Is it possible** to send it within this week?
- (B14) I would like to kindly ask you **if you can** send or provide us drawing of this part number: 778900017.

- (B16) So I would like to ask you to check, *if* the tool is correct in this area, because Audi will not accept too big notches.
- (B23) We have the same machine in here, so it would be great *if we* knew how to overcome the problems in case they come up.
- (B64) *If it is okay*, can you send me some sample of the seals by post.
- (B91) *If possible* would you be able to send *us* some of the Teflon tape you use for your cut-backs?
- (B92) *If it is possible*, would you consider coming to our factory and help us with the setting up the machine?

Strategy: Minimize imposition

- (B7) We would like to order *some* spare parts for this year as every year. When can we expect your quotation?
- (B9) We would like you to inform *us* immediately when you receive *some* more info related the claim.
- (B25) There is *some* work to do with floor on side which is not included the budget price. It should be done by one of your people with no extra cost.
- (B50) I am writing to enquire whether your company could offer *some* filling pumps for Isocyanate and Polyol for *our* company.
- (B64) If it is okay, can you send me *some* sample of the seals by post.

Strategy: Give deference

- (B4) In the event you have not already done so, *we* would once again like to ask you to complete the client survey. If you already have, *please* disregard this message.
- (B5) *Please* find enclosed list of parts *we* deliver to Škoda Auto. We would like to ask you, to go through the list and let *us* know, what parts need to be produced in higher density.
- (B26) Could you *please* let me know whether you will participating in the Exit interview tomorrow? Thanks
- (B27) Could you *please* organize this meeting this week, Thursday or Friday latest? The SOP girls already expressed their interest, so you can include them.
- (B28) Great! Could you *please share* the internal 3D report with *us*?
- (B29) Could you *please* instruct your colleagues so they know the same amount of information in case of your absence?
- (B30) Could you *please* send me the updated contact list?
- (B31) Could you *please* ignore the last message as it is no longer actual?
- (B32) Could you *please* check your possibilities to perform the audit during the month of July?

- (B33) Could you *please* check your parts and give me feedback?
- (B34) Could you *please* inform us about the latest news relating the project B20?
- (B35) Could you check *please* final density - 30 g/l or 35 g/l?
- (B36) Please see JPG, Sean Jones has told me you have good guide system in the laminator entrance for this, *please* could you take me some JPEGs?
- (B37) *Please* could you book and confirm his accommodation?
- (B51) Can you *please* check when 152214 TOYOTA CVT FLUID 4X5L 08886-81390 will arrive in Duisburg? ProActive comment: Unforecasted volumes; Next del. term will be announced asap.
- (B52) We are at the loading place but they are telling us the loading reference is not correct. Can you *please* check this?
- (B53) Can you *please* check with Sabine if the dealer code 4290 got replaced by the dealer code 4295 and let me know the feedback.
- (B54) This is a reminder: Can you *please* check the B/L and confirm me everything is ok with that? The parts have already been departed from Korea and it is a time to issue B/L that we need your confirmation.
- (B55) Can you *please* inform why was the truck with 112 pcs cancelled? When will this qty be available?
- (B56) Can you *please* inform what will be ready for collection on 13.03 ?
- (B57) Can you *please* inform the timings about the loadings in Duisburg on 29/04 and 4/05 *please*, and Gravenchon of 29/04 and when loaded also today?
- (B58) *Please* can you inform us when the truck arrives in Budapest?
- (B59) Can you *please* give a reply?
- (B60) Can you *please* send me a picture of the data sheet of this chiller?
- (B61) Can you *please* send me all the working drawings for Ikwang line?
- (B65) *Please* can you send me the copy of the related credit note?
- (B66) We need this shock absorber as soon as possible. *Please*, can you send me your offer? We will pay it as pro-forma.
- (B67) *Please* can you send me the invoice and BL with English language version?
- (B68) I wrote two email 8.9 and 22.September to your colleagues Mr.Liong and Mr.Pluk and I don't have any answer from them. *Please* can you send me a short email?
- (B69) *Please* can you send me a new price till this Friday 31.10.?
- (B70) *Please* can you send me your Pro-forma where is written IBAN and BIC code your bank? We will transfer money to your bank account immediately.
- (B71) *Please* can you send me the norms again, I must have accidentally deleted it.
- (B72) Can you *please* remind/summarize me of our operations during the year-end holiday season? Especially deliveries in the next 3 weeks?

- (B73) We were supposed to deliver to GCA Caen today. However, they are now asking us to deliver to Bayeux – since the tank is full in Caen. Can you *please* confirm that we can deliver in Bayeux instead?
- (B74) Can you confirm to me what would be the SH name + address and structure, *please*?
Thanks
- (B75) Can you *please provide* your control panel's picture which is located in front of side trimming machine?
- (B76) Can we *please* have the delivery today? We agree to pay the additional delivery fee.
- (B77) Can you *please* do corrective actions accordingly and summarize it in an 8D report?
- (B78) Can you *please* submit PPAP folder shortly?
- (B80) ZF04 has been added, *please can* you refresh the order.
- (B81) *Please* can you enclose your updated quotation.
- (B82) *Please* can you advise the customer accordingly.
- (B83) *Please* can you contact my colleague if there is something which is not clear for you. I am no longer responsible for this project.
- (B84) *Please* can you deliver the parts as soon as possible?
- (B93) Richard has done your software, as I mentioned before it has cost 1 day of his time, *please* would you mail us a PO for £350 and *we* will mail it on.
- (B94) *Please* would you mind adding the following cost for this order?
- (B95) *Please* would you mind arranging a pick-up on Wednesday as proposed. [
- (B101) Will you *please* send it to the project manager who keeps track of this matter before 1AM?

Strategy: Apologize

- (B96) *I am sorry*, but would you mind if I ask a couple of questions?
- (B97) *I am sorry to ask*, but would you mind if we postpone tomorrow's teleconference to Friday morning?
- (B98) *I am sorry*, would you mind checking the attached presentation and answer the question in the last page?

Strategy: Impersonalize + state imposition as a general rule

- (B1) *It would be* better if you could organise technician for the night shift because I do not know the condition of your plates, and I do not want "not to finish" them during this period.
- (B2) *Is it possible* that *your staff* can disassemble the assembly plates in the upper belt on Monday morning?

- (B4) In the event you have not already done so, **we** would once again like to ask you to complete the client survey. If you already have, please disregard this message.
- (B5) Please find enclosed list of parts **we** deliver to Škoda Auto. We would like to ask you, to go through the list and let **us** know, what parts **need to be produced** in higher density
- (B6) **We** would like to ask you to complete the Client Survey by 6th February 2015.
- (B7) **We** would like to order some spare parts for this year as every year. When can **we** expect your quotation?
- (B8) **We** would like to have from you an actual offer.
- (B9) **We** would like you to inform **us** immediately when you receive some more info related the claim.
- (B108) As we have been dealing with you for more than a year, **we feel** that you know **us** well enough to grant our request. [IND] [IMPERS]
- (B13) I would like to know the price as soon as possible because **we** have got a new budget to buy spare parts to the end of this year.
- (B14) I would like to kindly ask you if you can send or provide **us** drawing of this part number: 778900017.
- (B15) I would like to ask you to contact Brian Wiertz, who you need from **us** for the grinding (engineer and/or technician), and for how many days.
- (B18) Should you be interested in expressing your thoughts and feelings about your James Cook classes, **we** would definitely appreciate hearing them.
- (B19) I would be definitely happy with the results you received from Prague, as **we** essentially using the same sheets.
- (B20) **This** would be very helpful and **we** would have more time for **our** investigation
- (B21) **We would need** to deliver these spare parts to the end of February 2015. You have only 5 months. Dont remember that the goods will sail about 40 days at the sea.
- (B22) **We** would be interested in discussing your requirements for a stacking system and would ask you to send: Product Drawings, Production Rates, Product weight (per panel Max & Min), Product length (Max & Min), Available Space etc.
- (B23) **We** have the same machine in here, so **it** would be great if **we** knew how to overcome the problems in case they come up.
- (B24) During these session I think **it** would be good to hear from everyone: what goals and results are realistic for the program, what time and resource commitment is realistic, what kind of infrastructure is needed to support.
- (B25) **There is some work** to do with floor on side which is not included the budget price. **It should be done** by one of your people with no extra cost.
- (B28) Great! Could you please share the internal 3D report with **us**?
- (B34) Could you please inform **us** about the latest news relating the project B20?
- (B42) Could you check your stock and tell **us** how many parts you have available?

- (B46) Could you send *us* 8D report and 5Why?
- (B49) Could you communicate *us* the Petit Dim document?
- (B50) I am writing to enquire whether *your company* could offer some filling pumps for Isocyanate and Polyol for *our* company.
- (B58) Please can you inform *us* when the truck arrives in Budapest?
- (B66) *We* need this shock absorber as soon as possible. Please, can you send me your offer? *We* will pay it as pro-forma.
- (B73) *We* were supposed to deliver to GCA Caen today. However, they are now asking *us* to deliver to Bayeux – since the tank is full in Caen. Can you please confirm that *we* can deliver in Bayeux instead?
- (B76) Can *we* please have the delivery today? *We* agree to pay the additional delivery fee.
- (B87) When you can receive your delivery to *us*?
- (B89) Also, would you be able to supply *us* with two boxes of “Heat Sink Compound Plus” from RS please?
- (B90) Would you be able to give *us* an approximate price for transport?
- (B91) If possible would you be able to send *us* some of the Teflon tape you use for your cut-backs?
- (B92) If it is possible, would you consider coming to *our* factory and help *us* with the setting up the machine?
- (B93) Richard has done your software, as I mentioned before it has cost 1 day of his time, please would you mail *us* a PO for £350 and *we* will mail it on.
- (B105) Please keep in mind, all *orders* (i.e. all countries & all customers) for minibulk week 21 *has to be ready* for dispatch already on Tuesday morning, 12/5 due to the official bank holiday in Sweden 14/5.
- (B111) *It seems the payment* for the last two months *have not been done*.

Strategy: Nominalize

- (B7) We would like to order some spare parts for this year as every year. When can we expect *your quotation*?
- (B8) We would like to have from you *an actual offer*.
- (B10) I would like to ask you about *the progress of our spare parts*.
- (B11) *I would like to ask* you about *your offer for the spare parts*. When *we can* expect *your offer with spare parts*?
- (B18) Should you be interested in expressing your thoughts and feelings about your James Cook classes, we would definitely appreciate *hearing them*.

- (B22) We would be interested in *discussing your requirements for a stacking system* and would ask you to send: Product Drawings, Production Rates, Product weight (per panel Max & Min), Product length (Max & Min), Available Space etc.
- (B32) Could you please check *your possibilities to perform the audit* during the month of July?

Strategy: Go on record as incurring a debt

- (B17) *I would appreciate* a quick reply since the driver is waiting on where to go.
- (B18) Should you be interested in expressing your thoughts and feelings about your James Cook classes, *we would definitely appreciate* hearing them.
- (B19) *I would be definitely happy* with the results you received from Prague, as *we* essentially using the same sheets.
- (B20) This *would be very helpful* and we would have more time for *our* investigation.
- (B23) We have the same machine in here, so *it would be great* if we knew how to overcome the problems in case they come up.
- (B24) During these session I think *it would be good* to hear from everyone: what goals and results are realistic for the program, what time and resource commitment is realistic, what kind of infrastructure is needed to support.

List of all samples

The examples below are listed in order to their occurrence according to modal verbs and sentence structures. Abbreviations in square brackets indicate negative politeness strategies which occur in each sentence.

IND	-	Strategy: Be conventionally indirect
QU/H	-	Strategy: Question, hedge
PESS	-	Strategy: Be pessimistic
MIN IMP	-	Strategy: Minimize imposition
DEF	-	Strategy: Give deference
APOL	-	Strategy: Apologize
IMPERS	-	Strategy: Impersonalize + state imposition as a general rule
NOM	-	Strategy: Nominalize
INC.DEBT	-	Strategy: Go on record as incurring a debt

- (A1) I attach a provisional order (No. B1463) in anticipation of your agreement. ***There is no hurry***, so ***you can send*** these with your next delivery to Swansea. (Ashley 2003, 26) [IND][MIN IMP][IMPERS]
- (A2) ***We*** therefore suggest that you visit our centre in Birmingham, where the equipment is set up, so that ***you can see*** the machine in action. (Ashley 2003, 49) [IND] [IMPERS]
- (A3) Your order, No.YI/151/C, ***is being sent*** express rail-freight and ***can be collected*** after 09.00 tomorrow. Enclosed is consignment note No.1167153, which should be presented on collection. (Ashley 2003, 63) [IND] [IMPERS]
- (A4) I am planning to come and study in London next autumn and ***would be grateful if you could send*** me a prospectus and details of your fees. I am particularly interested in courses in computing. (Ashley 2003, 39) [IND][PESS][INC.DEBT]
- (A5) ***We would also appreciate if you could send some*** samples of the material so that ***we can examine*** the texture and quality. (Ashley 2003, 40) [IND][PESS][IMPERS] [INC.DEBT] [MIN IMP]
- (A6) ***We would appreciate it if you could send us some*** samples. (Ashley 2003, 43) [IND] [IMPERS][PESS][INC.DEBT] [MIN IMP]
- (A7) ***I would be grateful if you could arrange*** for one of your representatives to call on me within the next two weeks. (Ashley 2003, 40) [IND] [PESS][INC.DEBT]
- (A8) ***We would very much like*** to add your clients to our worldwide list of customers, and ***could promise*** them an ***excellent*** product with ***a first-class service***. (Ashley 2003, 56) [IND] [IMPERS] [DEF]
- (A9) ***We*** have heard about your latest equipment in laser surgery and ***would like*** more details. (Ashley 2003, 39) [IND] [IMPERS]

- (A10) *We would like to make* a decision on this soon, so *we would appreciate an early reply*. (Ashley 2003, 32) [IND] [IMPERS] [INC.DEBT] [NOM]
- (A11) *We would like to know* more about the prices and discounts you offer. (Ashley 2003, 32) [IND] [IMPERS]
- (A12) *We would also like to know if* you provide any trade discounts. (Ashley 2003, 43) [IND] [PESS] [IMPERS]
- (A13) *We would like to know if* the company is creditworthy and has a good reputation. (Ashley 2003, 126) [IND][PESS][IMPERS]
- (A14) *We would like to draw* your attention to the trade and quantity discounts *we* are offering in our Special Purchase section on pp.19-26, which may be of particular interest to you. (Ashley 2003, 54) [IND] [IMPERS] [NOM]
- (A15) *We would like to confirm* that *payment is to be made* by irrevocable letter of credit, which *we* have already applied to the bank for. (Ashley 2003, 62) [IND] [IMPERS]
- (A16) *We* have been dealing with you on a cash against documents basis for over a year and *would like to change* to *payment by 40-day bill of exchange, documents against acceptance*. (Ashley 2003, 84) [IND] [IMPERS] [NOM]
- (A17) *We would like* either *replacements to be included in our next shipment*, or *your credit note*. (Ashley 2003, 85) [IND] [IMPERS] [NOM]
- (A18) *We believe we* have established *our* reliability with you over the past six months and *would now like to settle* accounts on a quarterly basis. (Ashley 2003, 118) [IND] [QU/H] [IMPERS]
- (A19) As *we* intend to place a substantial order, *we would like to know* what quantity discounts you allow. (Ashley 2003, 40) [IND] [IMPERS]
- (A20) With *reference to our phone conversation this morning*, *I would like* one of your representatives to visit *our* store at 443 Halton Road, London, SE4 3TN, to give an estimate for a complete refit. (Ashley 2003, 23) [IND] [IMPERS] [NOM]
- (A21) *I would like to know* more about the steam presses which you are offering at cost price. (Ashley 2003, 39) [IND]
- (A22) *I would like to place* a trial order for the 'Lehterine' material we discussed at the trade show last month. (Ashley 2003, 62) [IND]
- (A23) *I would just like to confirm* that we agreed *settlement will be made* against monthly statements. (Ashley 2003, 119) [IND] [MIN IMP] [IMPERS]
- (A24) *I would like, if possible, to settle* future accounts every three months with payments against quarterly statements. (Ashley 2003, 123) [IND] [PESS]
- (A25) *Please* contact *us if you would like* any further information. (Ashley 2003, 33) [IND] [DEF] [PESS] [IMPERS]
- (A26) They have agreed to pay by letter of credit, which we discussed on the phone last week, and they *would like* delivery before the end of this month, which should be no problem as there are regular sailings from Liverpool. (Ashley 2003, 68) [IND]

- (A27) *I would appreciate your comments on the designs with regard to your market.* (Ashley 2003, 18) [IND] [NOM] [INC.DEBT]
- (A28) *I would appreciate more details about the 'University Communications System' which you are currently advertising on your website.* (Ashley 2003, 40) [IND] [NOM] [INC.DEBT]
- (A29) *I would appreciate* a prompt reply quoting trade prices. (Ashley 2003, 42) [IND] [NOM] [INC.DEBT]
- (A30) *I think* the reason that wrong sizes have been sent to me is because I am ordering in metric sizes, and you are sending me sizes measured in feet and inches. *I would appreciate your looking into this.* (Ashley 2003, 101) [IND] [QU/H] [NOM] [INC.DEBT]
- (A31) *I would appreciate it if you could open* a current account for me under my trading name R&S Fashions Ltd. (Ashley 2003, 140) [IND] [PESS] [INC.DEBT]
- (A32) *We would like* to make a decision on this soon, so we **would appreciate an early reply.** (Ashley 2003, 32) [IND] [IMPERS] [NOM] [INC.DEBT]
- (A33) *We would appreciate* delivery within the next six weeks, and look forward to **your acknowledgement.** (Ashley 2003, 64) [IND] [IMPERS] [NOM] [INC.DEBT]
- (A34) *We would appreciate if you could* clear the account as soon as possible as *we* ourselves have suppliers to pay. (Ashley 2003, 90) [IND] [PESS] [IMPERS] [INC.DEBT]
- (A35) *I would be grateful if you could* come and inspect the damage and arrange for repairs within the next week. (Ashley 2003, 107) [IND][PESS] [INC.DEBT]
- (A36) *We would be grateful if you could* tell us if the company is reliable in settling its accounts promptly. (Ashley 2003, 126) [IND] [PESS] [INC.DEBT]
- (A37) As I have firm orders for the design I asked for, *I would be grateful if you could* send my consignment as soon as possible, and collect the wrongly delivered goods. (Ashley 2003, 103) [IND] [PESS] [INC.DEBT]
- (A38) *I am sorry to trouble you,* particularly since you were so prompt in settling the account, but *I would be grateful if you would let us have* the additional amount of €340.00 as itemized on the enclosed debit note. (Ashley 2003, 111) [IND][PESS][AP] [INC.DEBT]
- (A39) *We would be grateful for an early reply.* (Ashley 2003, 41) [IND] [IMPERS] [NOM] [INC.DEBT]
- (A40) *We would be very grateful for an early reply,* and can assure you that it will be treated in the strictest confidence. (Ashley 2003, 129) [IND] [IMPERS] [NOM] [INC.DEBT]
- (A41) *It would be helpful if* one of your representatives could visit *us* so that *we* can discuss details of the available systems. (Ashley 2003, 32) [IND] [PESS] [INC.DEBT]
- (A42) *Prompt delivery would be necessary* as *we* have a rapid turnover. *We would* therefore **need** your assurance that you could meet all delivery dates. (Ashley 2003, 41) [IND] [IMPERS] [NOM]

- (A43) As *we* usually place large orders, *we would expect a quantity discount in addition to a 20% trade discount off net list prices*. (Ashley 2003, 45) [IND] [IMPERS] [NOM]
- (A44) *We* have enclosed full details of the Laren welder, but *a demonstration would be necessary* to show you its full capabilities. (Ashley 2003, 49) [IND] [IMPERS] [NOM]
- (A45) *We* usually offer an 18% trade discount on FOB prices, and *would prefer payment by irrevocable letter of credit*. (Ashley 2003, 53) [IND] [IMPERS] [NOM]
- (A46) *We would welcome inspection of the site by your surveyors*, with a view to supplying an estimate for the reconstruction. (Ashley 2003, 41) [IND] [IMPERS] [NOM]
- (A47) At present *we* still have places available for students taking the English for Business Executives course beginning in July, but *would ask you to book* as soon as possible so that *we* can reserve a place for you and arrange accommodation with an English family. (Ashley 2003, 54) [IND] [IMPERS]
- (A48) *We would urge* you to place an order as soon as possible as there has been a huge response to our advertisement. (Ashley 2003, 55) [IND] [IMPERS]
- (A49) *We would be glad to accept* orders for any number of pieces, and can mix sets if required. (Ashley 2003, 56) [IND] [IMPERS] [INC.DEBT]
- (A50) *We can offer* you a quantity discount, which *would be* 5% off net prices for orders over £2,000. (Ashley 2003, 58) [IND] [IMPERS]
- (A51) *We would only be prepared* to supply on a cash basis. (Ashley 2003, 70) [IND] [IMPERS]
- (A52) *It would be uneconomical for us* to offer *our* products at the discounts you suggest as *we* work on a fast turnover and low profit margins. (Ashley 2003, 72) [IND] [IMPERS]
- (A53) *I would also take* this opportunity to remind you that you have guaranteed all your fixtures and fittings for one year. (Ashley 2003, 107) [IND]
- (A54) *Perhaps you would let me* know if this is acceptable? (Ashley 2003, 120) [IND] [QU/H] [PESS]
- (A55) *I wondered if* in future *you would let me settle* my accounts by monthly statement as *this would be* more convenient for me. (Ashley 2003, 121) [IND] [QU/H] [PESS]
- (A56) *I would need* a loan for about £18,000 to buy additional equipment and raw materials. I estimate it would take me about nine months to repay a loan of this size. (Ashley 2003, 144) [IND]
- (A57) To summarize: all prices are quoted CIF Yokohama, delivery would be six weeks from receipt of order, and *payment should be made* by bank draft. (Ashley 2003, 33) [IND] [IMPERS]
- (A58) *Payment* for initial orders *should be made* by sight draft, payable at Den Norske Creditbank, Kirkegaten 21, Oslo 1, cash against documents. (Ashley 2003, 51) [IND] [IMPERS] [NOM]
- (A59) *The carpets should be wrapped*, and *the packaging reinforced* at both ends to avoid wear. (Ashley 2003, 63) [IND] [IMPERS]

- (A60) ***The machines must be well greased*** with all movable parts secured before being loaded into crates, which ***should be clearly marked*** with your castle logo for easy identification. (Ashley 2003, 63) [IND] [IMPERS]
- (A61) They have asked ***us*** to instruct you that the 60 sets of crockery ordered ***should be packed*** in 6 crates, 10 sets per crate, with each piece individually wrapped, and the crates marked clearly with their name, the words 'fragile' and 'crockery', and numbered 1-6. (Ashley 2003, 68) [IND] [IMPERS]
- (A62) ***Your draft should include*** our discount commission which is 5%, and our charges listed on the attached sheet. (Ashley 2003, 160) [IND] [IMPERS]
- (A63) ***You should contact us*** if any problems arise. (Ashley 2003, 63) [IND] [IMPERS]
- (A64) ***You will find*** full details of the Omega range on page 31-35. (Ashley 2003, 13) [IND]
- (A65) Enclosed ***you will also find*** our price list giving full details of prices to London and explaining our discounts, which we think ***you will find*** very generous and which ***we hope you will take full advantage of***. (Ashley 2003, 30) [IND] [QU/H] [MIN IMP] [IMPERS]
- (A66) Though ***you will see we*** offer a wide selection of watches, may ***we*** draw your attention to pp.23-28, where there are styles ***we think might*** suit the market you describe? (Ashley 2003, 31) [IND] [QU/H] [IMPERS]
- (A67) Thank you for your custom, and ***we hope you will be in touch*** with ***us*** again. (Ashley 2003, 80) [IND] [QU/H] [IMPERS]
- (A68) Your account has been extended another month, but ***I will have to insist on payment by the end of July***. (Ashley 2003, 86) [IND] [NOM]
- (A69) ***We think you may have overlooked*** invoice No.5A1910 for £351 (see copy) which was due to last month. (Ashley 2003, 87) [IND] [QU/H] [IMPERS]
- (A70) ***Could you please send*** your current catalogue and price list for exhibition stands? ***We*** are particularly interested in stands suitable for displaying furniture. (Ashley 2003, 39) [IND] [QU/H] [DEF] [IMPERS]
- (A71) ***Could you please ship*** by scheduled freighter to avoid any unnecessary delays? (Ashley 2003, 62) [IND] [QU/H] [DEF]
- (A72) As ***we*** are planning to send another order within the month, ***could you please confirm*** that you agree to these new terms of payment? (Ashley 2003, 84) [IND] [QU/H] [DEF] [IMPERS]
- (A73) ***Could you please let us have*** a cheque to clear the amount as soon as possible? (Ashley 2003, 87) [IND] [QU/H] [DEF] [IMPERS]
- (A74) ***Could you please note our*** new address for future reference? (Ashley 2003, 96) [IND] [QU/H] [DEF] [IMPERS]
- (A75) ***Could you please supply*** these heads as soon as possible? (Ashley 2003, 19) [IND] [QU/H] [DEF]
- (A76) ***Could you please contact*** John on jplham@wemshop.com, or on his mobile (71292 89541), to arrange a convenient time for him to visit the store? (Ashley 2003, 24) [IND] [QU/H] [DEF]

- (A77) **Could you please give me** more information about course BL 362, which appears in the language learning section of your summer prospectus? (Ashley 2003, 40) [IND] [QU/H] [DEF]
- (A78) When replying, **could you please enclose** a pattern card? (Ashley 2003, 40) [IND] [QU/H] [DEF]
- (A79) **Could you please send** me details of your tubeless tyres which are being advertised in garages around the country? (Ashley 2003, 42) [IND] [QU/H] [DEF]
- (A80) **Please could you contact us** and let **us** know why the balance has not been paid? (Ashley 2003, 87) [IND] [QU/H] [DEF] [IMPERS]
- (A81) **Please could you contact** me to arrange an appointment? (Ashley 2003, 23) [IND] [QU/H] [DEF]
- (A82) **Please could you send us** the balance of €795.00? (Ashley 2003, 111) [IND] [QU/H] [DEF] [IMPERS]
- (A83) **Could you send** an inspector or adviser to see **us** soon? (Ashley 2003, 32) [IND] [QU/H] [IMPERS]
- (A84) **Could you let us know** if you allow cash discounts? (Ashley 2003, 40) [IND] [QU/H] [IMPERS]
- (A85) **Could you tell us** if the CDs are leading brand names, or made by small independent companies, and whether they would be suitable for domestic recording? (Ashley 2003, 43) [IND] [QU/H] [IMPERS]
- (A86) **Could you confirm** the transfer has been made as soon as the correspondent bank advises you? (Ashley 2003, 79) [IND] [QU/H]
- (A87) **Could you tell** your despatch department to take special care when addressing consignments? My name and address are C.J.Schwartz, Bergstr.101 Köln. But there is a C.Schwartz, Bergstr.110 Köln who deals in electrical fittings. (Ashley 2003, 101) [IND] [QU/H]
- (A88) **Could you ask** your accounts department to check my code carefully in future? (Ashley 2003, 101) [IND] [QU/H]
- (A89) **Could you let us know** if this company is capable of repaying a loan of this size within the specified time? (Ashley 2003, 126) [IND] [QU/H] [IMPERS]
- (A90) **Could you tell us** if the company has a good reputation in your country; whether they can be relied on to settle promptly on due dates; and what limit you would place or have placed on credit when dealing with them? (Ashley 2003, 126) [IND] [QU/H] [IMPERS]
- (A91) As **we** know nothing about them or their creditworthiness, **could you investigate** their business activities over the past few years and give **us** a detailed report? (Ashley 2003, 127) [IND] [QU/H] [IMPERS]
- (A92) Before selling toys **we** prefer to test them for safety. **Could you therefore send us** at least two examples of the 'Spring' range? (Ashley 2003, 40) [IND] [QU/H] [IMPERS]

- (A93) **Could you send us** your latest catalogue and price list, quoting your most competitive prices? (Ashley 2003, 44) [IND] [QU/H] [IMPERS]
- (A94) **Please would you send** me details of your DVD video systems. (Ashley 2003, 9) [IND] [QU/H] [DEF]
- (A95) **Please would you send** me details of your quad sound systems, advertised in the April edition of 'Sound Monthly'? I am particularly interested in the Omega range. (Ashley 2003, 21) [IND] [QU/H] [DEF]
- (A96) **Please would you send** me your Spring catalogue and price list, quoting CIF prices? (Ashley 2003, 42) [IND] [QU/H] [DEF]
- (A97) **If you publish** any books of this kind, **please would you send us** details? (Ashley 2003, 182) [IND] [QU/H] [PESS] [DEF] [IMPERS]
- (A98) **Would you please send** the shipping documents and your sight draft to Northminster Bank (City Branch), Deal Street, Birmingham B3 1SO. (Ashley 2003, 64) [IND] [QU/H] [DEF]
- (A99) **Please would you either reply** with an explanation or send **us** a cheque to clear the account within the next seven days? (Ashley 2003, 95) [IND] [QU/H] [DEF] [IMPERS]
- (A100) **Please would you return** the whole consignment to **us**, postage and packaging forward, and **we** will ask the shipping company to inspect the damage so that they can arrange compensation. (Ashley 2003, 106) [IND] [QU/H] [DEF] [IMPERS]
- (A101) **Would you please return** samples of the items you are dissatisfied with, and I will send them to **our** factory in Düsseldorf for test. (Ashley 2003, 101) [IND] [QU/H] [DEF] [IMPERS]
- (A102) **Please would you include** the following documents with the draft. (Ashley 2003, 160) [IND] [QU/H] [DEF]
- (A103) **Would you please confirm** that the credit will be settled then? (Ashley 2003, 86) [IND] [QU/H] [DEF]
- (A104) **Would you please tell us if** this company has had any bad debts in the past; **if** any legal action has been taken against them to recover overdue accounts; what sort of reputation they have amongst suppliers in the trade; **whether** they have ever traded under another name; and **if** they have, **whether** that business has been subject to bankruptcy proceedings? (Ashley 2003, 134) [IND] [QU/H] [PESS] [DEF] [IMPERS]
- (A105) **Would you please arrange** for £1,574.00 to be transferred from **our** No. 2 account to their account with Dewlands Bank, Leadenhall Street, London EC2, on the 1st of every month, beginning 1 May this year? (Ashley 2003, 141) [IND] [QU/H] [DEF]
- (A106) **Would you please accept** the draft on **our** behalf, send **us** the documents, and debt **our** account? (Ashley 2003, 153) [IND] [QU/H] [DEF] [IMPERS]
- (A107) **Would it be possible** for you to supply **us** with a range on an approval basis to see if **we** can encourage a demand? (Ashley 2003, 40) [IND] [QU/H] [PESS] [IMPERS]
- (A108) As **we** have no knowledge of this company, **would it be possible** for you to give **us** detailed information of their trading activities over, say, the past three years? (Ashley 2003, 126) [IND] [QU/H] [PESS] [IMPERS]

- (A109) As *we* have only just received your letter asking for credit facilities, *would you allow us a little* time to consider the matter? (Ashley 2003, 120) [IND] [QU/H] [MIN IMP] [IMPERS]
- (A110) *Perhaps* an enquiry agency *would be* more helpful? (Ashley 2003, 127) [IND] [QU/H]
- (A111) *If you would like to place* an order, *may I suggest* that you do so before the end of this month so that it can be met in good time for the start of the summer season? (Ashley 2003, 33) [IND] [QU/H] [PESS]
- (A112) *May I suggest* that you approach a financial corporation as this type of organization might be in a better position to help in the current financial climate? (Ashley 2003, 146) [IND] [QU/H]
- (A113) *May I remind you* that your June statement is still outstanding, and ask you to settle as soon as possible? (Ashley 2003, 77) [IND] [QU/H]
- (A114) Though you will see *we* offer a wide selection of watches, *may we draw your attention* to pp.23-28, where there are styles *we think* might suit the market you describe? (Ashley 2003, 31) [IND] [QU/H] [IMPERS]
- (A115) Unless *the account is cleared* within 14 days from the date of this letter, *we shall* take legal action. (Ashley 2003, 15) [IND] [IMPERS]
- (A116) The damaged *consignment will be returned* when *we* receive the replacement. (Ashley 2003, 17) [IND] [IMPERS]
- (A117) As I mentioned on the phone, it is essential that *work is completed* before the end of February 20, and this would be stated in the contract. (Ashley 2003, 23) [IND] [IMPERS]
- (A118) I refer to our previous letter sent on 10 October in which *you were asked to clear* the balance of £1,994 on your account, which has been outstanding since July. (Ashley 2003, 35) [IND]
- (A119) *VAT should have been calculated* at 17.5%, NOT 15%. Difference = £81.86 111. [IND] [IMPERS]
- (B1) *It would be* better *if you could organise* technician for the night shift because I do not know the condition of your plates, and I do not want "not to finish" them during this period. [IND] [PESS] [IMPERS]
- (B2) *Is it possible* that *your staff can disassemble* the assembly plates in the upper belt on Monday morning? [IND] [QU/H] [PESS] [IMPERS]
- (B3) *Is it possible* to send it within this week? [IND] [QU/H] [PESS]

- (B4) In the event you have not already done so, ***we would*** once again ***like to ask*** you to complete the client survey. If you already have, ***please*** disregard this message. [IND] [DEF] [IMPERS]
- (B5) ***Please*** find enclosed list of parts ***we*** deliver to Škoda Auto. ***We would like to ask*** you, to go through the list and let ***us*** know, what parts ***need to be produced*** in higher density. [IND] [DEF] [IMPERS]
- (B6) ***We would like to ask*** you to complete the Client Survey by 6th February 2015. [IND] [IMPERS]
- (B7) ***We would like to order some*** spare parts for this year as every year. When ***can we*** expect ***your quotation?*** [IND] [QU/H] [MIN IMP] [IMPERS] [NOM]
- (B8) ***We would like*** to have from you ***an actual offer.*** [IND] [IMPERS] [NOM]
- (B9) ***We would like*** you to inform ***us*** immediately when you receive ***some*** more info related the claim. [IND] [MIN IMP] [IMPERS]
- (B10) ***I would like to ask*** you about ***the progress of our spare parts.*** [IND] [NOM]
- (B11) ***I would like to ask*** you about ***your offer for the spare parts.*** When ***we can*** expect ***your offer with spare parts?*** [IND] [QU/H] [NOM]
- (B12) ***I would like to need*** from you so that you write this text on the commercial invoice: "All spare parts were made in Korea". [IND]
- (B13) ***I would like to know*** the price as soon as possible because ***we*** have got a new budget to buy spare parts to the end of this year. [IND] [IMPERS]
- (B14) ***I would like to kindly ask*** you ***if you can*** send or provide ***us*** drawing of this part number: 778900017. [IND] [QU/H] [PESS] [IMPERS]
- (B15) ***I would like to ask*** you to contact Brian Wiertz, who you need from ***us*** for the grinding (enginneer and/or technician), and for how many days. [IND] [IMPERS]
- (B16) So ***I would like to ask*** you to check, ***if*** the tool is correct in this area, because Audi will not accept too big notches. [IND] [PESS]
- (B17) ***I would appreciate a quick reply*** since the driver is waiting on where to go. [IND] [NOM] [INC.DEBT]
- (B18) Should you be interested in expressing your thoughts and feelings about your James Cook classes, ***we would definitely appreciate hearing them.*** [IND] [QU/H] [IMPERS] [NOM] [INC.DEBT]
- (B19) ***I would be definitely happy*** with the results you received from Prague, as ***we*** essentially using the same sheets. [IND] [QU/H] [IMPERS] [INC.DEBT]
- (B20) This ***would be very helpful*** and ***we would have*** more time for ***our*** investigation. [IND] [IMPERS] [INC.DEBT]
- (B21) ***We would need*** to deliver these spare parts to the end of February 2015. You have only 5 months. Dont remember that the goods will sail about 40 days at the sea. [IND] [IMPERS]
- (B22) ***We would be interested in discussing your requirements for a stacking system*** and ***would ask*** you to send: Product Drawings, Production Rates, Product weight (per

- panel Max & Min), Product length (Max & Min), Available Space etc. [IND] [IMPERS] [NOM]
- (B23) *We* have the same machine in here, so *it would be great if we* knew how to overcome the problems in case they come up. [IND] [PESS] [IMPERS] [INC.DEBT]
- (B24) During these session *I think it would be good* to hear from everyone: what goals and results are realistic for the program, what time and resource commitment is realistic, what kind of infrastructure is needed to support. [IND] [QU/H] [IMPERS] [INC.DEBT]
- (B25) *There is some* work to do with floor on side which is not included the budget price. *It should be done* by one of your people with no extra cost. [IND][MIN IMP] [IMPERS]
- (B26) *Could you please let me know* whether you will participating in the Exit interview tomorrow? Thanks [IND] [QU/H] [DEF]
- (B27) *Could you please organize* this meeting this week, Thursday or Friday latest? The SOP girls already expressed their interest, so you can include them. [IND] [QU/H] [DEF]
- (B28) Great! *Could you please share* the internal 3D report with *us*? [IND] [QU/H] [DEF] [IMPERS]
- (B29) *Could you please instruct* your colleagues so they know the same amount of information in case of your absence? [IND] [QU/H] [DEF]
- (B30) *Could you please send* me the updated contact list? [IND] [QU/H] [DEF]
- (B31) *Could you please ignore* the last message as it is no longer actual? [IND] [QU/H] [DEF]
- (B32) *Could you please check your possibilities to perform the audit* during the month of July? [IND] [QU/H] [DEF] [NOM]
- (B33) *Could you please check* your parts and give me feedback? [IND] [QU/H] [DEF]
- (B34) *Could you please inform us* about the latest news relating the project B20? [IND] [DEF] [IMPERS]
- (B35) *Could you check please* final density - 30 g/l or 35 g/l? [IND] [QU/H] [DEF]
- (B36) Please see JPG, Sean Jones has told me you have good guide system in the laminator entrance for this, *please could you take* me some JPEGs? [IND] [QU/H] [DEF]
- (B37) *Please could you book* and confirm his accommodation? [IND] [QU/H] [DEF]
- (B38) *Could you find out* how much the delivery to Valencia, Spain cost? [IND] [QU/H]
- (B39) *Could you book* two rooms in a hotel near the factory for the night from Monday to Tuesday? [IND] [QU/H]
- (B40) *Could you contact* the quality engineer directly? [IND] [QU/H]
- (B41) *Could you fill in* the first two pages and send it as a pdf? [IND] [QU/H]
- (B42) *Could you check* your stock and tell *us* how many parts you have available? [IND] [QU/H] [IMPERS]
- (B43) *Could you use* a corrugated box as it is a more economical option? [IND] [QU/H]

- (B44) *Could you fill in* the attached report and send it back until 4PM? [IND] [QU/H]
- (B45) *Could you increase* the frequency of regular controls as *our* customer starts a mass production of the model YAA M20? [IND] [QU/H]
- (B46) *Could you send us* 8D report and 5Why? [IND] [QU/H] [IMPERS]
- (B47) *Could you measure* 3 parts from each cavity and illustrate *some possible* deviations? [IND] [QU/H]
- (B48) *Could you pay* more attention to the new project and make sure that the controls are effective? [IND] [QU/H]
- (B49) *Could you communicate us* the Petit Dim document? [IND] [QU/H] [IMPERS]
- (B50) I am writing to enquire whether *your company could offer some* filling pumps for Isocyanate and Polyol for *our* company. [IND] [QU/H] [MIN IMP] [IMPERS]
- (B51) *Can you please check* when 152214 TOYOTA CVT FLUID 4X5L 08886-81390 will arrive in Duisburg? ProActive comment: Unforecasted volumes; Next del. term will be announced asap. [IND] [QU/H] [DEF]
- (B52) We are at the loading place but they are telling us the loading reference is not correct. *Can you please check* this? [IND] [QU/H] [DEF]
- (B53) *Can you please check* with Sabine if the dealer code 4290 got replaced by the dealer code 4295 and let me know the feedback. [IND] [QU/H] [DEF]
- (B54) This is a reminder: *Can you please check* the B/L and confirm me everything is ok with that? The parts have already been departed from Korea and it is a time to issue B/L that we need your confirmation. [IND] [QU/H] [DEF]
- (B55) *Can you please inform* why was the truck with 112 pcs cancelled? When will this qty be available? [IND] [QU/H] [DEF]
- (B56) *Can you please inform* what will be ready for collection on 13.03 ? [IND] [QU/H] [DEF]
- (B57) *Can you please inform* the timings about the loadings in Duisburg on 29/04 and 4/05 please, and Gravenchon of 29/04 and when loaded also today? [IND] [QU/H] [DEF]
- (B58) Please *can you inform us* when the truck arrives in Budapest? [IND] [QU/H] [DEF] [IMPERS]
- (B59) *Can you please give* a reply? [IND] [QU/H] [DEF]
- (B60) *Can you please send* me a picture of the data sheet of this chiller? [IND] [QU/H] [DEF]
- (B61) *Can you please send* me all the working drawings for Ikwang line? [IND] [QU/H] [DEF]
- (B62) *Can you send me* price hydraulic motor and sealing o-rings or another spare parts? [IND] [QU/H]
- (B63) *Can you send* me more photos and with your comments? [IND] [QU/H]
- (B64) *If it is okay, can you send* me *some* sample of the seals by post. [IND] [QU/H] [PESS] [MIN IMP]

- (B65) **Please can you send** me the copy of the related credit note? [IND] [QU/H] [DEF]
- (B66) **We** need this shock absorber as soon as possible. **Please, can you send me your offer?** **We** will pay it as pro-forma. [IND] [QU/H] [DEF] [IMPERS]
- (B67) **Please can you send** me the invoice and BL with English language version? [IND] [QU/H] [DEF]
- (B68) I wrote two email 8.9 and 22.September to your colleagues Mr.Liong and Mr.Pluk and I don't have any answer from them. **Please can you send** me a short email? [IND] [QU/H] [DEF]
- (B69) **Please can you send** me a new price till this Friday 31.10.? [IND] [QU/H] [DEF]
- (B70) **Please can you send** me your Pro-forma where is written IBAN and BIC code your bank? **We** will transfer money to your bank account immediately. [IND] [QU/H] [DEF]
- (B71) **Please can you send** me the norms again, I must have accidentally deleted it. [IND] [QU/H] [DEF]
- (B72) **Can you please remind/summarize** me of **our** operations during the year-end holiday season? Especially deliveries in the next 3 weeks? [IND] [QU/H] [DEF]
- (B73) **We** were supposed to deliver to GCA Caen today. However, **they** are now asking **us** to deliver to Bayeux – since the tank is full in Caen. **Can you please confirm** that **we** can deliver in Bayeux instead? [IND] [QU/H] [DEF] [IMPERS]
- (B74) **Can you confirm** to me what would be the SH name + address and structure, **please?** Thanks [IND] [QU/H] [DEF]
- (B75) **Can you please provide** your control panel's picture which is located in front of side trimming machine? [IND] [QU/H] [DEF]
- (B76) **Can we please have** the delivery today? **We** agree to pay the additional delivery fee. [IND] [QU/H] [DEF] [IMPERS]
- (B77) **Can you please do** corrective actions accordingly and summarize it in an 8D report? [IND] [QU/H] [DEF]
- (B78) **Can you please submit** PPAP folder shortly? [IND] [QU/H] [DEF]
- (B79) **Can you arrange** a meeting and discuss the matter internally with a big focus on the problem? [IND] [QU/H]
- (B80) ZF04 has been added, **please can you refresh** the order. [IND] [QU/H] [DEF]
- (B81) **Please can you enclose** your updated quotation. [IND] [QU/H] [DEF]
- (B82) **Please can you advise** the customer accordingly. [IND] [QU/H] [DEF]
- (B83) **Please can you contact** my colleague if there is something which is not clear for you. I am no longer responsible for this project. [IND] [QU/H] [DEF]
- (B84) **Please can you deliver** the parts as soon as possible? [IND] [QU/H] [DEF]
- (B85) **Can you deliver** the hot tooling at the beginning of the next year? [IND] [QU/H]
- (B86) I do not have the AutoCad drawing on my computer. I have a printed drawing. **Can you get** this for me please? [IND] [QU/H]

- (B87) When *you can receive* your delivery to *us*? [IND] [QU/H] [IMPERIS]
- (B88) *Can you dimension* some part on the tool? Are you able to produce a new design LV profile? [IND] [QU/H]
- (B89) Also, *would you be able* to supply *us* with two boxes of “Heat Sink Compound Plus” from RS please? [IND] [QU/H] [IMPERIS]
- (B90) *Would you be able* to give *us* an approximate price for transport? [IND] [QU/H] [IMPERIS]
- (B91) *If possible would you be able* to send *us* some of the Teflon tape you use for your cut-backs? [IND] [QU/H] [PESS] [IMPERIS]
- (B92) *If it is possible, would you consider* coming to *our* factory and help *us* with the setting up the machine? [IND] [QU/H] [PESS] [IMPERIS]
- (B93) Richard has done your software, as I mentioned before it has cost 1 day of his time, *please would you mail us* a PO for £350 and *we* will mail it on. [IND] [QU/H] [DEF] [IMPERIS]
- (B94) *Please would you mind adding* the following cost for this order? [IND] [QU/H] [DEF]
- (B95) *Please would you mind arranging* a pick-up on Wednesday as proposed. [IND] [QU/H] [DEF]
- (B96) *I am sorry*, but *would you mind* if I ask a couple of questions? [IND] [QU/H] [AP]
- (B97) *I am sorry to ask*, but *would you mind* if we postpone tomorrow’s teleconference to Friday morning? [IND] [QU/H] [AP]
- (B98) *I am sorry, would you mind checking* the attached presentation and answer the question in the last page? [IND][QU/H][AP]
- (B99) *Will you be able* to do the remote service in March at the latest? [IND] [QU/H]
- (B100) *Will you possibly call* there in order to make sure that the requirements were met? [IND] [QU/H]
- (B101) *Will you please send* it to the project manager who keeps track of this matter before 1AM? [IND] [QU/H] [DEF]
- (B102) *May I kindly ask* everyone to send their latest draft prior to the training next week (11 & 12 December). [IND] [QU/H]
- (B103) *May I ask* you to send me the related claim documents? [IND] [QU/H]
- (B104) *May I offer* you a new date which is 25th of February as it is the first possible date? [IND] [QU/H]
- (B105) *Please keep in mind*, all *orders* (i.e. all countries & all customers) for minibulk week 21 *has to be ready* for dispatch already on Tuesday morning, 12/5 due to the official bank holiday in Sweden 14/5. [IND] [IMPERIS]
- (B106) *We encourage* you to print this and give *us* back a validly signed copy by fax, mail or colorful scanned by e-mail, within two weeks. [IND]
- (B107) If you require overdraft facilities on your current account, *I suggest* that you contact

me, preferably by email. [IND]

(B108) As we have been dealing with you for more than a year, *we feel* that you know *us* well enough to grant our request. [IND] [IMPERS]

(B109) *I was wondering* if you also produce boxes to pharmaceutical industry? [IND]

(B110) *I wondered* if you go and audit your suppliers? [IND]

(B111) *It seems the payment* for the last two months *have not been done*. [IND] [IMPERS]