

Text Structure and Language Features: Examples 4 and 5

Text Structure - Request for goods

Opening and Sales Request

Student: Can I have a filled roll please?

Sale enquiry

Shop Assistant: Do you want a drink as well?

Sale compliance

Student: Yes please.

Sale

Shop Assistant: That's \$6.00.

Purchase

Student: (Puts down money and waits for change.)

Purchase closure

Student: (Takes food.) Thank you.

Language Features

Use of polite openings, e.g. Excuse me.

Use of questions, e.g. Can you help me?, Can I have a filled roll please?

Use of ellipsis typical of responses in casual conversations, e.g. Yes. (not Yes I have) – pointing to word, I don't understand. (not I don't understand what this word means.)

Use of polite closures, e.g. Thank you.

Text Structure - Request for information

Opening

Student: Excuse me Sir/Ms.

Response

Teacher: Yes, what is it?

Initiation

Student: Can you help me?

Response/initiation

Teacher: Yes. What's the matter?

Initiation

Student: I don't understand (points to word).

Response/initiation

Teacher: (assists student) Is that clear now?

Feedback/closure

Student: Yes Ms/Sir. Thank you.