

Text Structure and Language Features: Example 1

Text Structure

Request for services

Opening

Receptionist: Good morning. Lower Hutt Medical Centre.

Response

Student: Yes good morning.

Initiation

Receptionist: How can I help you?

Response

Student: I'd like to make an appointment please.

Response/Initiation

Receptionist: OK. Have you been here before?

Response

Student: Yes I have.

Initiation

Receptionist: What's your name please?

Response

Student: Mona Al Shamari.

Response/Initiation

Receptionist: Mona – and can you spell your family name please?

Response

Student: Yes, A-L S-H-A-M-A-R-I.

Response/Initiation

Receptionist: Thanks. So your address is 14 Speed Street, Lower Hutt. Is that right?

Response

Student: Yes it is.

Initiation

Receptionist: OK and would you like to see Dr. Wilson again?

Response

Student: Yes please.

Initiation

Receptionist: When would you like to come in?

Response

Student: Any day after 4.00pm would be OK.

Inform/Clarify

Receptionist: I can fit you in on Tuesday 20 June at 5.00pm. Is that OK?

Response/Clarify

Student: Yes that's good. That's next Tuesday at 5.00pm with Dr. Wilson then?

Response

Receptionist: Yes that's right.

Inform/Polite Closure

Student: OK, see you then. Thank-you.

Response/Closure

Receptionist: Fine. Goodbye.

Closure

Student: Bye

Language Features

Use of greetings, e.g. good morning

Use of nouns to name people, places, things, e.g. Lower Hutt Medical Centre

Use of simple sentence forms, shortened where appropriate, e.g. Yes, A-L S-H-A-M-A-R-I

Use of appropriate structures and intonation for asking/ answering 'wh' and polar questions

Modality appropriate to exchange, e.g. I'd like to. Can you spell your surname?

Vocabulary appropriate to exchange

Use of appropriate grammatical structures and intonation to make clarifications, e.g. That's next Tuesday then?

Use of appropriate language for closures, e.g. Goodbye. See you then.

Use of polite language, e.g. Thank-you.

Use of informal language, e.g. OK