Table of contents

List of figures and tables			IX	
Transcription conventions				
Acknowledgements				
Introduction			1	
СНА	PTER 1			
The	scope of	f politeness	7	
1.1	Introd	luction 7		
1.2	Origin	ns of polite behavior: Past to present 7		
1.3	The po	oliteness1 vs politeness2 distinction 10		
1.4	Grice's	s cooperative principle and the maxim of politeness 11		
1.5	Face/f	acework, politeness, and relational work 13		
	1.5.1	Goffman's notion of 'face' and facework 13		
	1.5.2	Lakoff's rules of politeness 15		
	1.5.3	Leech's politeness principles 16		
	1.5.4	Brown and Levinson's universal model of linguistic politeness	17	
	1.5.5	Fraser's conversational contract 21		
	1.5.6	Arndt and Janneys' supportive facework and		
		interpersonal politeness 23		
	1.5.7	Spencer-Oatey's view of rapport management 24		
	1.5.8	Ide's typology of linguistic politeness:		
		Discernment and volition 25		
	1.5.9	Haverkate's typology of politeness strategies: Functional and		
		formal categories 26		
	1.5.10	Scollon & Scollon's intercultural communication		
		and face systems 27		
	1.5.11	Watts' politic behavior and relational work 29		
	1.5.12	The current study: Face, relational work,		
		and polite behavior 31		
	Cond			

1.6 Concluding remarks 33

CHAI	PTER 2			
Spee	ch acts in context: Refusals	35		
2.1	Introduction 35			
2.2	Speech act theory 35			
2.3				
	act sequences 39			
	2.3.1 Internal modification of a refusal sequence:			
	Epistemic markers 40			
2.4	Speech acts in context 41			
2.5	The speech act of refusals 42			
	2.5.1 Empirical studies on refusals 44			
	2.5.2 Studies on English and Spanish refusals 51			
2.6	Concluding remarks 55			
	PTER 3			
Meth	hodology and organization of the study	57		
3.1	Introduction 57			
3.2	Methodological issues: Data collection methods			
	in pragmatics research 57			
	3.2.1 Ethnographic data 58			
	3.2.2 Production questionnaires: Discourse completion tasks 59			
	3.2.3 Role plays 60			
	3.2.4 Verbal reports 60			
3.3	Organization of the current study 62			
	3.3.1 Participants 62			
	3.3.2 Instrumentation 63			
3.4	Pilot study 64			
	3.4.1 Participants, instrumentation, and data collection procedures	65		
	3.4.2 Results of the pilot study 66			
3.5	Data collection procedures for the current study 68			
	3.5.1 Role-play scenarios used in the present study 68			
	3.5.2 Retrospective verbal reports 71			
3.6	Pragmatic strategies as manifestations of relational work 72			
	3.6.1 Pragmatic strategies that comprise the speech act set			
	of refusals 72			
	3.6.1.1 Direct refusals 73			
	3.6.1.2 Indirect refusals 74			
	3.6.1.3 Adjuncts to refusals 79			

85

- 3.6.2 Internal modification of a refusal sequence: Expressions of epistemic modality 81
- 3.7 Data analysis 82

CHAPTER 4

Results: Relational work and linguistic politeness: The negotiation of refusals by Mexicans and Americans

- 4.1 Introduction 85
- 4.2 Refusal strategies as manifestations of relational work 86
- 4.3 Individual variability and speech act production 92
- 4.4 Face systems and situational variation 94
 - 4.4.1 Hierarchical face system: Farewell, Bookstore, Advisor (+P, +D) **96**
 - 4.4.1.1 The negotiation of face in an employee-boss relationship: Farewell and Bookstore **96**
 - 4.4.1.2 Refusing a professor's suggestion: Advisor (+P, +D) 102
 - 4.4.2 Deference face system Notes (-P, +D) 108
 - 4.4.3 Solidarity face system Birthday and Bar (-P, -D) 113
 - 4.4.3.1 Declining an invitation from a friend Birthday (–D) 114
 - 4.4.3.2 Refusing a friend's suggestion to go to a bar Bar (-D) 120
- 4.5 Internal modification of the refusal sequence:

Expressions of epistemic modality 126

- 4.5.1 Mental state predicates 128
- 4.5.2 Modal adverbs 131
- 4.5.3 Degree modifiers 132
- 4.5.4 Tag questions 134
- 4.6 Concluding remarks 136

CHAPTER 5

Results: Perceptions of politeness: Cultural values of refusals among Mexicans and Americans

139

5.1 Introduction 139

- 5.2 Cognition: Attention to linguistic and sociocultural information 139
 - 5.2.1 Perception of refusals in a hierarchical face system (+P, +D) 140
 - 5.2.2 Perception of refusals in a deference face system (-P, +D) 144
 - 5.2.3 Perception of refusals in a solidarity face system (-P, -D) 147
- 5.3 Perception of directness or indirectness 149

- 5.4 Perception regarding an insistence in the act of declining an invitation 153
- 5.5 Concluding remarks 156

CHAPTER 6

Conclusions and discussion

- 6.1 Introductory remarks 159
- 6.2 The negotiation of a refusal and face systems 1606.2.1 Forms of address and linguistic politeness 162
- 6.3 Insistence as a discourse strategy 163
- 6.4 The discourse function of epistemic expressions: Internal modification of a refusal 164
- 6.5 Perceptions of politeness 165
- 6.6 The notion of 'face' in Mexico 166
- 6.7 Refusals across languages 168
- 6.8 Issues on research methodology and implications for future research 172

175
185
191
193