

Contents

Introduction	1
Transcription notation	9
1. <i>Erving Goffman: Sociology by Metaphors</i>	
1.1. Ritual, drama, and face	11
1.2. Components of the remedial interchange	17
1.2.1. Non-linguistic components	17
1.2.2. Accounts	18
1.2.3. Apologies	19
1.2.4. Requests	21
1.2.5. Responses to remedial moves	23
1.2.6. Priming moves	24
1.3. Ritual vs. substantive issues	26
1.4. Ritual constraints vs. system constraints	28
2. <i>Units of Natural Conversation</i>	
2.0. Introduction	31
2.1. Turns and moves	31
2.2. Larger units	33
2.3. An illustrative analysis	37
2.4. 'Conversational units' and 'sentences'	46
3. <i>Remedial Moves in English</i>	
3.0. Introduction	49
3.1. Priming moves	50
3.2. Primary remedial moves	62
3.2.0. Introduction	62
3.2.1. Apologies	63
3.2.1.0. Introduction	63
3.2.1.1. Type (i), incorporating <i>apology</i> , <i>apologies</i> , or <i>apologise</i>	63
3.2.1.2. Type (ii), incorporating <i>sorry</i>	65
3.2.1.3. Type (iii), incorporating <i>I'm afraid</i>	88
3.2.2. Accounts	92

3.3. Responses to primary remedial moves	97
3.3.1. Formulaic responses	97
3.3.2. Extended responses	101
3.3.3. Withholding of response	103
4. Remedial Moves as Illocutionary Acts	
4.1. The problem	105
4.2. The semantic history of <i>apology</i> and <i>apologise</i>	109
4.3. Austinian speech acts revisited	114
4.4. Apologies in Searle's theory of speech acts	115
4.5. Other remedial moves as illocutionary acts	135
4.5.1. Primings	135
4.5.2. Remedial responses	137
4.6. Conclusions	141
5. Remedial Interchanges and Other Aspects of Conversational Organisation	
5.0. Introduction	145
5.1. Preference systems in conversation	145
5.2. Remedial interchanges and other sequences	152
5.2.1. Assessment sequences, with particular reference to compliment-response pairs	152
5.2.2. Thanking exchanges	155
6. A Basis for the Cross-Cultural Study of Remedial Interchanges	
6.1. Introduction	161
6.2. Data	164
6.3. A framework for comparison	166
6.4. Cross-cultural data	174
6.4.1. PRM strategies	174
6.4.2. Remedial response strategies	179
6.5. The English data re-examined	180
6.6. Conclusions	183
Notes	185
Bibliography	189