

Open

Politeness in communication pdf



Meeting New People

What do we say when we introduce ourselves?





Greetings

- Hi, I'm John.
- Hello. I'm Simon. Simon Davis.
- Hi there. My name is Samantha Tart.

Responses

- Nice to meet you. I'm Gary.
- Pleased to meet you. My name is Terry.
- It's a pleasure to meet you. I'm Jennifer Holmes. Please call me Jen.

Questions

- Nice to meet you, too. What do you do?
- Pleased to meet you, too. Where are you from?
- It's a pleasure to meet you, too. What line of work are you in, Jen?

Responses

- I'm a nurse. I work in a hospital downtown. How about you?
- I'm English. I'm from Bristol. It's in the West of England. Do you know it?
- I'm a Sales Representative. I work for a pharmaceutical company. How about you?

Sounds Like…

1) *I'm a teacher.* //aimə//
2) *Nice to meet you, too.* //maichutu//
3) *Pleased to meet you.* //plizdə//

Practice i *Read the models below, then practice introducing yourself.*

a) *Hello. My name is Charles Johnson. I'm from the UK. I live in London. I'm a Businessman. I work for Active Sports Incorporated. My company designs, produces and sells sportswear for the outdoors.*

b) *Hi there. I'm Sarah. I'm Canadian. I'm from Canada. I'm married and have two sons. My parents live in Toronto. I have one brother and two sisters. My husband is a dentist.*

c) *Nice to meet you. I'm James. James Sherman. I come from New Zealand but I live in Tokyo. I'm a student. I study Japanese Language at Tokyo University. In my free time I like to play football and watch films.*

Practice ii *Match the words on the right with the correct question, then ask and answer each question with your partner.*

a) What's your _____?	g) Where do you _____?
b) Where are you _____?	• live
c) What do you _____?	• work
d) What's your _____?	• brothers and sisters
e) Where do you _____?	• from
f) Do you have any _____?	• name

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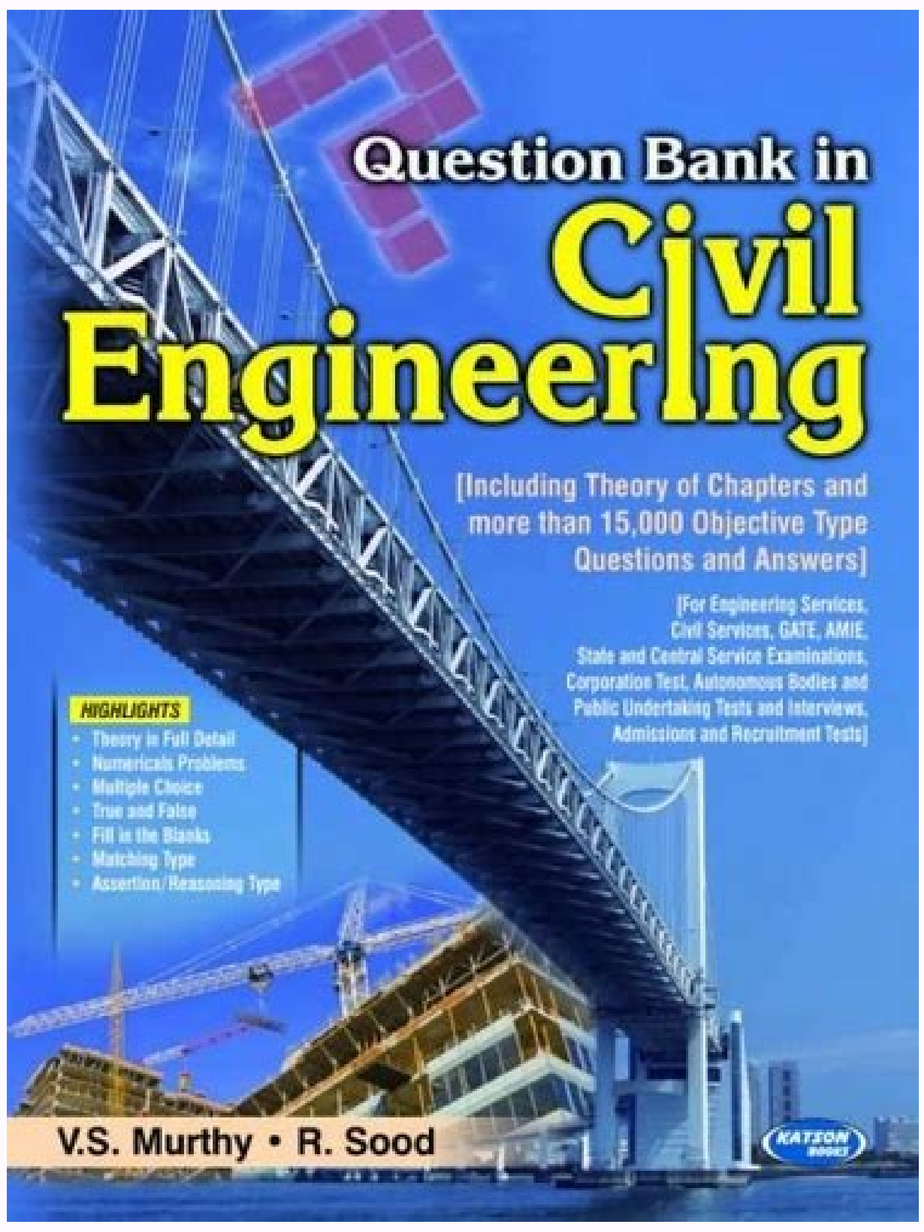

Acknowledgment letter format for Bussiness Proposal:

Your Name
Your Address
City, State, Zip Code
Contact Number
Email Address

(Note: You can ignore this if you are using a letterhead)

Date: (Month/Date/Year)

Recipient's Name
Title/Designation
Company Name
Address
City, State, Zip Code

Reference/Subject:

Dear (Last name of the Addressee),

First Paragraph:
This paragraph will be based on the initial correspondence done by the recipient. However, your stand on previous correspondence must be clear in this paragraph. Let's imagine you have received a letter asking you to become a guest speaker for a certain event. Inform the sender that you have received the invitation and whether you can honor it or not.

Second Paragraph:
Continue with this paragraph based on the first one. If you need some assistance while speaking at the event, mention it clearly. Don't leave any space that would make the organizer face embarrassment later.

Closing Paragraph:

You can ask them to send the details of your travel plan, accommodation, etc. in the closing paragraph.

Signature

Robert Smith

Customer Service Teller I

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Customer Service Teller I with 13 years of experience in the Finance domain, pursuing a position to demonstrate excellent Customer Service skills with the ability to supervise, inspire team members to excel, and respond to sale opportunities.

WORK EXPERIENCE

Customer Service Teller I
Frost Bank - September 2011 - October 2014

Responsibilities:

- Experience providing customer support in busy call center environments.
- Demonstrated the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Handled customer inquiries, complaints and billing questions in a timely manner.
- Interfaced daily with internal partners in online banking, loan representatives, personal bankers, check card specialists, fraud department, overdraft department, foreign currency, wire department, and it department.
- Completed customer service training to enhance customer satisfaction and improve productivity.
- Counted currency, coins, and checks received, by hand or using the currency-counting machine, in order to prepare them for deposit or shipment to branch banks or the federal reserve bank.
- Maintained a balanced cash drawer daily, processing deposits and payments for in-branch customers, processed night drop deposits and all in branch paperwork.

Lead Teller
Frost Bank - July 2004 - October 2014

Responsibilities:

- Assisted tellers with out-of-balance reconciliations ensuring appropriate corrections are made.
- Prepared daily totals and corresponding tickets for batch transactions.
- Participated in job-specific training, and other various required bank-training programs.
- Informed and updated tellers on all operational, procedural and policy changes.
- Ensured all transactions performed are in accordance with established policies and procedures.
- Processed the deposits, withdrawals, transfers, and loan payment transactions for customers.
- Processed miscellaneous transactions (bonds, municipal coupons, traveler’s checks, money orders, etc.)

SKILLS

Fluent In Speech, High Level Of Comprehension Ability, Intermediate Levels Of Reading And Writing Ability Excellent Communication , Listening , Decision Making And Politeness

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

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Politeness in communication is the exclusive function of the speaker. Define politeness in communication. Example of politeness in communication. Principles of politeness in communication. Politeness and emojis in social media communication. Importance of politeness in communication. Politeness in business communication. Politeness in interpersonal communication.

We had a service issue at a restaurant. Remember that business rank and the respect that goes with it still count in social situations, so don’t assume a familiarity with your boss at the office holiday party. Some have also changed as society and technology has changed. The manager apologized, acknowledged our point of view, took our suggestions under advisement and bought us lunch – all with a smile and calming anecdotes. Since getting back, I’ve been very aware of how I can be politer. When you communicate with courtesy and with a posture that seeks a positive outcome, that will likely get your message across without push back or dismissal. Not speaking much. Using the other person ´s language or dialect. © Liisa Salo-Lee, 2006 Page 2 Full-size image: 33 KB | View Download Rules of politeness, in communication and otherwise, are steeped in history. Positive politeness refers to an atmosphere of inclusion and mutuality created by linguistic means such as compliments, encouragement, joking, even the use of "white lies." Small talk is one expression of positive politeness; that is, creating linguistically a connection to other people. If you are listening, sitting upright, maintaining eye contact, nodding occasionally and even raising your eyebrows slightly lets the speaker know you are actively paying attention. The core of politeness, in all cultures, is to take other people into consideration, to take care. Negative politeness involves respecting the privacy of other people and leaving a "back door" open, that is, showing some reservation. Keep business emails professional, just as you would an old-fashioned letter. Developing the concept of politeness further, Scollon & Scollon (1995) distinguish two kinds of linguistic politeness strategies: involvement strategies and independency strategies. Leave a comment below or tweet @LandisComm. Some examples of independency strategies include Giving the other person the possibility to retreat ("It would have been nice to have a cup of coffee together but you must be busy"). This can, however, be done in different ways. Politeness is one of the central features of human communication. Speaking in general terms ("The rules of the company require……"). Seeing a smile or hearing one tends to make you smile too. That’s my challenge to you and to my fellow Americans. It’s important to remember that nonverbal cues are not always reliable. Vancouver really got me thinking about how politeness works to make communications more effective. Some observations: Politeness attracts positive attention. They talk about positive and negative politeness. At least based on my recent experience there. But being mindful of your nonverbal signals is the best way to use them in a polite manner. Don’t allow background noise to intrude on telephone calls, or try to eat lunch while you’re on the call. One of the well-know classifications of linguistic politeness is that of Brown and Levinson (1978). Politeness gives tough situations a chance to get turned around. Interrupting is generally considered rude behavior. Always use a subject line so the reader sees the topic, and include a professional greeting and signature line. For example, if a listener is frowning or looking down, he may simply not be feeling well. We don’t have to look far to get the world’s best example! When has politeness led to a positive outcome for you? Practice using phrases such as, “Excuse me, I know how valuable your time is, so I think we should stick to the topic.” Polite communication is found in facial expressions and body movements as well as words. Using your own language or dialect. Let's Talk About Communicating My trip to Vancouver impressed me. In these cases, polite communication means knowing how to interrupt politely. Being optimistic ("I believe that we will make it"). Hordes of people had fun without craziness and after spectacular fireworks, the crowds dispersed in an orderly fashion. Avoid conversations that are about someone else, and when engaging in conversation, don’t dominate it. Being voluble (speaking as such already indicates a willingness to participate). I think we’d all get a lot more accomplished and be happier too. Don’t correct someone’s grammar in front of others unless they mispronounce your name. When speaking, smiling can indicate an openness and help the listener relax. If the topic is complex or potentially confrontational, research shows that email can be more polite than leaving a voice mail message, as you can take more time and edit before sending. A polite person (or company) will have a stronger, more persuasive brand. It is a human phenomenon, yet expressed differently in different cultures. Communicating politely indicates a respect for others, which can go a long way in both personal and business communications. My husband and I just traveled to Vancouver for a long 4th of July weekend. When we first planned the trip, we had no idea it would be Canada Day – Canada’s official founding day. And, it was Canada’s 150th anniversary! Along with its incredible beauty, the most striking thing about Vancouver is that everyone is so polite. The service is amazing, drivers follow traffic rules, pedestrians and bike riders stay in their designated pathways – nearly every encounter is a cordial one. For the Canada Day festivities, there were massive crowds without incident. In the Finnish social context, leaving somebody in peace, respecting his/her privacy, may be considered as polite in certain contexts (e.g., in times of sorrow or illness). By Sean Dowdall, General Manager & CMO Vancouver, British Columbia, is the politest city in the world. In some other cultures, this kind of behaviour could be judged as impolite, or even rude. How can we each individually and collectively as a nation be more polite? People notice mannerisms and tend to respond in kind. Politeness is communicated both verbally and nonverbally. In some instances you need to interrupt, such as when you are running short on time or the conversation is veering off topic or getting into an inappropriate area. Some examples of involvement strategies include Paying attention to the other person or taking care of him/her (e.g., "You have a beautiful dress"; "Are you feeling better today?"). The use of distance-creating linguistic devices (e.g., passive forms), irony, or general vagueness is characteristic for this kind of linguistic politeness. Nonverbal cues are absent in emails so your manners will be evident only in your use of “please,” “thank you” and other polite phrases. We left as happy customers Politeness gets your message delivered and responded to in the ways you want. Politeness norms and behaviours are culturally and socially learned, and misunderstandings are therefore interculturally common. Keeping written correspondence polite can be overlooked with today’s electronic communication, such as email. These strategies reflect the general human social needs to be connected to other people, yet to be independent and unique. Never assume, particularly in a business setting, that someone has time to talk when it’s unplanned; ask before you attempt to start a conversation. Certainly what governs polite communication in some cultures is not true in others, so it’s important to understand cultural differences in advance. Allow the speaker to finish a sentence in the conversation or if he has a designated time to speak, such as during a business meeting.

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