

ANALYSIS OF EXTRALINGUISTIC LEVELS

Match the SFG CONCEPTS with the SAMPLE TEXT ANALYSIS.

IDEOLOGY	
CONTEXT OF CULTURE	GENRE
	PURPOSE
	GENERIC STRUCTURE (STEPS)
	TEXTURE COHERENCE
CONTEXT OF SITUATION	FIELD
	TENOR
	MODE

* Evidence / patterns of language realisation

Letter of complaint.

To prompt an action that resolves a conflict.

Reference

Endophoric

- **Anaphoric:** "I have discovered that the soup maker has the following problem: it turns off halfway through the making of the soup."
- **Cataphoric:** ---

Lexical cohesion

- **Lexical chains:** words connected to buying and selling stuff (goods, contract, order number bought, received, Consumer Rights Act, quality, cost)
- **Repetition:** soup, soup maker, contract, letter, date, days (connected to the topic -field- and the genre).

Conjunctions: as (subordinator, used to introduce a reason or cause), and (coordinator, used to link clauses).

It is believed we have the right to complain and obtain a positive response if a product or service we have previously acquired doesn't meet the promised requirements of quality.

Reference

Homophoric: soup maker – January – Consumer Rights Act (we now what she's talking about because we share the same culture)

Exophoric: ---

Complaint about problems with a soup maker.

Commonsense / everyday language (everyday terms – soup -, full names – Consumer Rights Act -, standard syntax – On 4th January, I bought a soup maker... -, identifying processes – The soup maker has the following problem... -)

Written – Language as reflection → Low grammatical intricacy (I look forward to receiving...); ideas and reasons linked by (as you are in breach of contract, I am entitled ...)

Spatial / interpersonal distance → no visual or aural contact, non-immediate feedback (I look forward ... within seven days ...)

Experiential distance → Language as reflection about experience (the problem with the soup maker); written (it's a letter); monologic block (the only person who's communicating is the writer) and context independent (she needs to explain everything in detail – e.g. no use of demonstrative pronouns without previous reference).

1. Salutation → Dear Sir/Madam (fixed salutation when you don't know the recipient of the letter → formulaic language)
2. Introduction (why am I writing?) → I bought ... (complete sentences)
3. Explaining the problem → I have discovered... (complete sentences)
4. Expressing dissatisfaction → Consumer Rights Act, satisfactor quality, breach of contract, entitled to have... (noun phrases, verb phrases)
5. Saying what you want → arrange, reimburse (verb phrases)
6. Closing the letter → I look forward to...; Yours sincerely (fixed way of closing letters → formulaic language).

Interaction between a writer (Mrs Emily Smith) and a reader (manager of the company, probably).

Formal (neutral lexis, titles, full forms, politeness phenomena → an implied term of the contract that goods be as described) **but personal** (I bought / I have discovered / I am entitled).

Unequal power (the writer has more power in terms of information – she knows about the problem and she's communicating about and asking for a solution → I have discovered ... / I also require ... / I look forward to receiving ...).

Infrequent contact (the interactants don't know each other → Dear Sir/Madam).

Low affective involvement (formal given names or no names at all → Dear Sir / Madam).