ANALYSIS OF EXTRALINGUISTIC LEVELS

Match the SFG CONCEPTS with the SAMPLE TEXT ANALYSIS.

IDEOLOGY		
CONTEXT OF CULTURE	**GENRE**	
	PURPOSE	
	GENERIC STRUCTURE (STEPS)	
	TEXTURE	**COHERENCE**
		COHESION
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*).