Text Structure and Language Features: Examples 4 and 5

Text Structure - Request for goods

	Opening and Sales Request	
	Student:	Excuse me, can I have a return to the Railway Station?
	Sale enquiry	
	Station Master:	Student card?
	Sale compliance	
	Student:	Yes (shows card).
	Sale	
	Bus Driver	That's $3.80.
	Purchase	
	Student:	(Puts down money and waits for ticket and change.)
	Purchase closure	
	Student:	(Takes ticket.) Thank you.

Language Features

Use of polite openings, e.g. Excuse me.

Use of questions, e.g. Can you help me?, Can I have a return to the Railway Station?

Use of ellipsis typical of responses in casual conversations, e.g. Yes. (not Yes I have) – pointing to word, I don't understand. (not I don't understand what this word means.)

Use of polite closures, e.g. Thank you.

Text Structure - Request for information

	Opening	
	Student:	Excuse me Sir/Ms.
	Response	
	Teacher:	Yes, what is it?
	Initiation	
	Student:	Can you help me?
	Response/initiation	
	Teacher:	Yes. What's the matter?
	Initiation	
	Student:	I don't understand (points to word).
	Response/initiation	
	Teacher:	(assists student) Is that clear now?
	Feedback/closure	
	Student:	Yes Ms/Sir. Thank you.