

A Generic Analysis of Service Encounters in Greengrocers' and Grocery Shops in Bangladesh



Vincent Dip Gomes

ID: 182013034

Department of English and Humanities

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**A Generic Analysis of Service Encounters in Greengrocers' and
Grocery Shops in Bangladesh**

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BA in English

Vincent Dip Gomes

ID: 182013034

Thesis Supervisor: Golam Kader Zilany

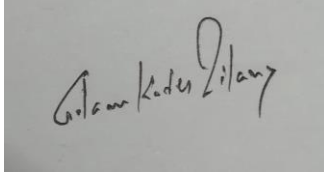
Senior Lecturer, Department of English and Humanities (DEH)

University of Liberal Arts Bangladesh (ULAB)

Spring 2022

CERTIFICATE OF APPROVAL

I hereby declare that this thesis is the result of the student's original work, sincere efforts, and dedication. All sources that are included in this study have been duly acknowledged. This thesis has been submitted with my approval.



Signature

Date: 07.06.2022

Golam Kader Zilany

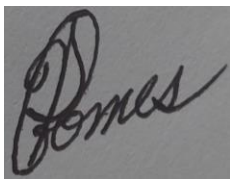
Senior Lecturer

Center for Language Studies (CLS)

University of Liberal Arts Bangladesh (ULAB)

DECLARATION

This thesis is a presentation of my original research work. Wherever contributions of others are involved, every effort is made to indicate this clearly, with due reference to the literature, and acknowledgement of collaborative research and discussions.



Signature

Date: 07.06.2022

Vincent Dip Gomes

ID: 182013034

Department of English and Humanities (DEH)

University of Liberal Arts Bangladesh (ULAB)

Dedication

I would like to dedicate this thesis to my parents, who left no stone unturned to support, encourage and guide me at every step of my life. Their sacrifices and efforts have always motivated me to educate myself and empowered me to unlock countless doors of success. I pray for their happiness, safety, and well-being.

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Abstract

The research aims at investigating and describing the generic structure of staging of service encounters in the context of Bangladesh in the light of Halliday and Hasan's (1985) and Ventola's (1987) service encounter frameworks. A total of 20 service encounters (10 from greengrocers' shops and 10 from grocery shops located at Shantinagar Bazar in Dhaka, Bangladesh) were collected as the primary research data. The service encounters were audio-recorded and transcribed using Roman English, and some commonly used Phonetic Transcript Symbols by following Jeffersonian (2004) Transcript Symbols. The frequency and infrequency and linguistic and non-linguistic enactment of different stages were analyzed in comparison with the existing literature in this field. The results show that Sale Enquiry (SE), Sale Request (SR), Sale Compliance (+SC), Purchase (P), and Goods Handover (GH) are the frequent/obligatory stages, and Greeting (G), Sale Initiation (SI), Sale Compliance (-SC), Resolution (R), Purchase Closure (PC) and Finis (F) are infrequent/optional stages. The stages of SR, SE, S, P, PC and GH in greengrocers' and grocery shops consisted of the same pattern, features, and almost the same frequency. S stage is always linguistically realized. -SC is more frequent in the service encounters in the grocery shops compared to greengrocers' shops. Although the R stage is present in only 10% of the service interactions taking place at the greengrocers' shops, it is 30% higher in the grocery shops. The infrequent presence of interpersonal talks (G and F), which is in line with the findings in the existing literature in the context of South, East, and South-East Asia, indicates a lack of conversational politeness among Bangladeshi customers and service providers besides their inclination towards task-focused service encounters. The stages that were mostly realized non-linguistically were GH, P and PC, and the stages of G, SI, SR, SE, -SC, S, R, and F are exchanged linguistically every time. +SC is realized both linguistically (85%) and non-

linguistically (40%) in the service encounters. Although the presence of non-verbal enactment of stages supports existing researchers' identification of Bangladesh as falling under the category of high-context culture, further research is required for drawing a comprehensive outline of the role of non-verbal communication in service encounters in the context of Bangladesh and to strengthen the classification of Bangladesh as a high-context culture.

Keywords: service encounters, staging in service encounters, phatic talks, communicative politeness, task-focused interactions, Jeffersonian transcript symbols, high-context culture, low-context culture, linguistic enactment of stages in service encounters, non-linguistic enactment of stages in service encounters, inside relations, outside relations.

Chapter 1: Introduction

1.1 Background of the Study

Service encounters are frequently embarked on face-to-face or online interactions, where service providers sell products in exchange for monetary resources from their customers. In service encounters, there are various kinds of ‘essential stages’ that have been researched, identified, and explained using different theoretical frameworks by various scholars (Mitchell, 1957; Martin, 1985; Halliday and Hasan, 1985; Ventola, 1987). Halliday and Hasan (1985) provided a Generic Structure Potential (GSP) framework and identified five obligatory stages (Sale Request, Sale Compliance, Sale, Purchase, Purchase Closure) and four optional stages (Greeting, Sale Initiation, Sale Enquiry, and Finis), which may occur but are not indispensable for service encounters or transactions to take place. However, one of the limitations of Halliday and Hasan’s (1985) framework was it solely focused on the linguistic or verbal enactment of service encounter stages. A few years later, Eija Ventola (1987) shed light on and elucidated the non-verbal dimension (Goods Handover stage) to the existing frameworks for analyzing the staging of service encounters. From then onwards, various studies (Soong and Ting, 2014; Lau and Ting, 2016) have researched and analyzed the stages of service encounters in various settings and explained the significance of the frequency and infrequency of different stages besides the verbal and non-verbal methods and patterns of enacting the stages.

Moreover, based on Hall’s (1977) typology of high-context culture (regions where communications are implicit, fast-paced, and mostly rely on non-verbal actions and contextual cues) and low-context culture (regions where meanings are mostly verbalized, explicitly encoded, and communications lack reliance on non-verbal actions and contextual cues),

researchers have identified various countries around the globe as falling under the category of either high-context culture such as Libya (Hofstede 1997, as cited in Abubaker, 2007 p. 12), Malaysia (Kuang et al. 2011; Soong and Ting, 2014; Lau and Ting, 2016), Dubai (McKechnie et al., 2007), India and Japan (Nevgi, & Tella, 2008), and Bangladesh (Osmani, 2022; Zhangwen and Hoque, 2017) or (mostly outside Asia) low-context culture such as America (Bartlett, 2005).

Furthermore, studies with people (service providers and customers), originating from South, East, and South-East Asian countries, showed that interlocutors often exclude phatic talks such as openings (Greeting) and Closings (Finis) during service encounters, which are suggestive of the people's lack of communicative politeness and inclination towards task-focused interactions (Soong and Ting, 2014; Lau and Ting, 2016; Kong, 1998; Baily, 2001; Kuang et al., 2011; Ting et al., 2012; Orr, 2007; Scollon and Wong-Scollon, 1991). In contrast, studies with the service providers and customers belonging to European and West Asian countries exhibit elaborate sequences of politeness and phatic or interactional talks in service encounters (Traverso, 2006; Kerbrat-Orecchioni 2006).

1.2 Problem Statement

The frequency and infrequency of stages and the verbal and non-verbal methods of enacting different stages of service encounters have received significant attention both in high- and low-context cultures. However, there is no study in the context of Bangladesh that has researched and analyzed the generic structure of the staging of service encounters. Therefore, to fill this research gap, this study aims at developing a comprehensive conceptual framework of the staging of service encounters in the context of Bangladesh by investigating the obligatory and optional elements/stages and the verbal and non-verbal methods of enacting the stages in the

grocery and greengrocers' shops located at Shantinagar Bazar, in Dhaka, Bangladesh, in the light of the frameworks provided by Halliday and Hasan (1985) and Ventola (1987). Besides, the empirical findings of this research add the knowledge regarding the nature of day-to-day communication in Bangladesh to the existing literature and validate the existing researches that have classified Bangladesh to be a region that falls under high-context culture (Osmani, 2022; Zhangwen and Hoque, 2017) and conceptualized that conversations among people (service providers and customers), originating from South, East, and South-East Asian countries, are mostly task-focused and lack conversational politeness as they often omit openings and closings (phatic talks) during service encounters (Soong and Ting, 2014; Lau and Ting, 2016; Kong, 1998; Baily, 2001; Orr, 2007; Kuang et al., 2011; Ting et al., 2012).

1.3 Objective of the Study

To investigate frequent and infrequent stages and the verbal and non-verbal methods of enacting different stages of service encounters for outlining a comprehensive overview of the generic structure of the staging of service encounters in the context of Bangladesh.

1.4 Research Questions:

- 1) Which are the obligatory/frequent and optional/infrequent stages in the service encounters in greengrocers' and grocery shops?
- 2) What does the frequency/infrequency of openings and closings signify about the nature of communication in Bangladesh?
- 3) What is the generic structure of the staging of service encounters in Bangladesh?

- 4) Are there sufficient features (non-linguistic enactment of stages and non-verbal contextual cues and actions) in the empirical data set to support the existing literature that identify Bangladesh as a country with a high-context culture?
- 5) What are the differences and similarities between service encounters in the greengrocers' and grocery shops in terms of the staging of service encounters?

1.5 Significance of the Study

This research adds to the existing empirical findings in the field of service encounter and may facilitate and guide future researchers to explore new knowledge on this topic in the context of Bangladesh and other countries.

1.6 Limitations

Due to time constraints, this study collected and analyzed the service encounters that took place only in the greengrocers' and grocery shops and excluded other varieties of shops available in the research site such as stationery stores, fast-food restaurants, fish shops, meat shops, and pharmacies. Moreover, the majority of the shop owners, out of discomfort and insecurity to a certain extent, neither allowed the researcher to record videos of the service interactions nor to take photos of the shops. Therefore, the research is limited to the transcription of the audio recordings and the researcher's first-hand observation of the non-verbal activities. However, the non-verbal actions (head nod, eye contact, smile, head shakes) could have been more accurately identified if the service interactions were video-recorded and rewatched multiple times.

Chapter 2: Literature Review

2.1 Staging of Service Encounters

“Service encounters involving the exchange of goods and services between customers and service providers are one of the routine transactions in society so much so that service encounter is a genre of its own with universal characteristics in the staging and language features” (McCarthy 1998, 2000; McCarthy/Carter 1994, as cited in Soong and Ting, 2014, p. 126). Mitchell (1957) pioneered the study of different stages in service discourse by identifying significant differences among service encounters taking place in shops, markets, and auctioneers in Libya. Mitchell (1957, as cited in Soong and Ting, 2014, p. 126) found that “auctions have four stages (auctioneer’s opening, investigation of object for sale, bidding, conclusion), whereas market and shop transactions have five stages (salutation, enquiry as to object of sale, investigation of object of sale, bargaining, and conclusion)” (p. 176, 178).

Subsequently, Halliday and Hasan (1985) provided a Generic Structure Potential (GSP) framework based on the empirical data of service encounters from Australia’s greengrocers’ stores. The authors outlined five obligatory stages: 1) Sale Request (SR), 2) Sale Compliance (SC), 3) Sale (S), 4) Purchase (P), and 5) Purchase Closure (PC) and four optional stages: 1) Greeting (G), 2) Sale Initiation (SI), 3) Sale Enquiry (SE) and 4) Finis (F) (the definitions and examples of each stage are given in the Appendix section) (Halliday and Hasan, 1985, pp. 59-65). Overall, the sequential framework of the staging (including both obligatory and optional elements/stages) of service encounters provided by Halliday and Hasan (1985) is: **G – SI – SR – SC – SE – S – P – PC – F**, where SR, SC, S, P, and PC are obligatory stages and regardless of

any sequence or order in which the stages of service encounters take place, the stages of SR, SC, SE, and S cannot take place before G or SI and after P or PC or F.

The fixed sequencing of the stages (as stated above) and the absence of non-verbal realization or enactment of any of the stages were the two most significant limitations of Halliday and Hasan's (1985) framework. Ventola (1987, as cited in Lau and Ting, 2016, p. 282) endeavored to minimize the limitations in Halliday and Hasan's (1985) framework by disagreeing "with Halliday and Hasan's categorization of Goods Handover (GH) as part of Sale Compliance (SC) stage because the vendor may handover the goods only after the customer has paid for it" and identified Goods Handover (GH) as a separate and one of the most significant stages in service encounters. Her framework included the stages of "Greeting, Turn-allocation [Sale Initiation], Service Bid [Sale Compliance], Service [Sale Request], Resolution, Pay [Purchase], Goods Handover, Closing [Purchase Closure] and Goodbye [Finis]" (Ventola, 1987, p. 245). The stages that are similar in their structure and function to the stages outlined in the framework provided by Halliday and Hasan (1985) are square bracketed. Moreover, Ventola (1987) exemplified that the non-verbal stage of GH may or may not be accompanied by certain linguistic cues such as "here we go" or "thanks" from the seller's side just before or after handing over the goods to the customer (Ventola, 1987, p. 125). Furthermore, the term/stage 'Resolution' in Ventola's (1987) framework can be defined as the period or stage when the customers decide whether to purchase or not purchase a particular product.

"Martin (1985, as cited in Snoog and Ting, 2014, p. 127) reconceptualized the service encounter as sub-genres differentiated on the grounds of whether it has an appointment or not, and the unappointed service encounters are further differentiated in the items purchased (goods/ services) and placement of items (on display/across counter)". Following diagram (figure 3) is

Martin's (1985) "tentative formulation of service encounter agnation" (p. 252), which tries to portray a systematic connection or network among the possible sub-genres in service encounter discourse.

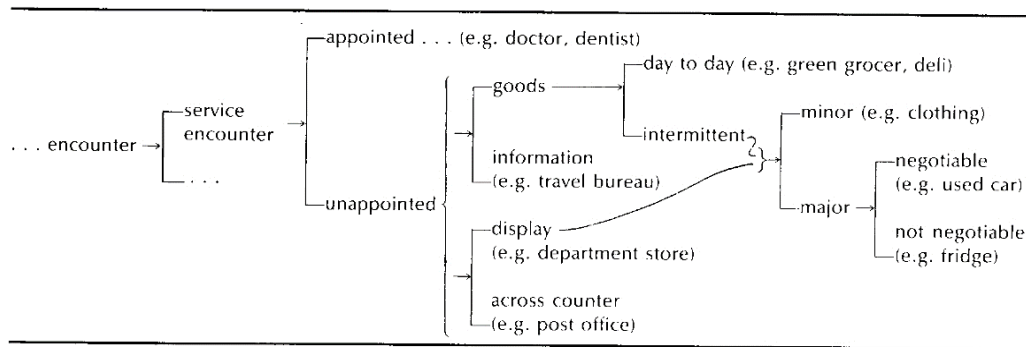


Figure 3. Tentative network for service encounters illustrating genre agnation

2.2 High- and Low-Context Cultures in Context of Service Encounter

For Edward T. Hall (1977), there are two types of cultural contexts: 1) high-context culture and 2) low-context culture. Based on various verbal and non-verbal characteristics and dimensions in day-to-day communication, Hall (1977) described particular groups of people as belonging to high-context cultures (Chinese, Japanese, Koreans, American Indians, Spanish, and Mexican) and some to low-context cultures (American, French, Swiss, and German). Hall (1977) explains the two contexts as follows:

A high-context (HC) communication or message is one in which most of the information is either in the physical context or internalized in the person, while very little is in the coded, explicit, transmitted part of the message. A low-context (LC) communication is just the opposite; i.e., the mass information is vested in the explicit code. (p. 91).

Communication in high-context (HC) cultures, “in contrast to LC, is economic, fast, and satisfying,” but the efficiency is subject to how long and how well people of a particular geographical location are programmed to understand the socio-cultural norms and underlying meanings people generally encode in their day-to-day conversations (Hall, 1977, p. 101).

Various studies in high-context cultures (Finland, Libya, Dubai, and Japan) have identified the dominant presence of non-verbal elements (Ventola, 1987; Nevgi, & Tella 2008; Kuang et al., 2011; McKechnie et al., 2007). Finland, where Ventola’s (1987) research was conducted, falls under high-context culture alongside Japan, where meanings are rarely communicated verbally (Nishimura, Nevgi, & Tella 2008, p. 783). Finland’s high-context culture might have been the reason for Ventola’s (1987) empirical finding and emphasis on the non-verbal stage of ‘Goods Handover’ alongside the rest of the verbal stages.

Based on Hall’s (1977) high- and low-context culture typology, Bangladesh also belongs to high-context culture (Osmani, 2022; Zhangwen and Hoque, 2017). The culture of Bangladeshi people is as such that they depict a strong commitment toward ‘social bonds’ in place of “individualism” (Country Comparison, 2021) and they carry a “collectivist” mindset that compels them to categorize themselves and others as parts of particular communities over their individual desires and identities (Osmani, 2022; Zhangwen and Hoque, 2017, p. 163). As “In collectivist cultures, high-context communication culture predominates” (Gudykunst & Ting-Toomey, 1988, cited in Kim, 2002, as cited in Ting et al., 2012), it can be assumed that empirical studies (no study has been conducted yet) concerning the staging of service encounters (e.g., transactional encounters in greengrocers’ and grocery shops, supermarkets, restaurants, stationery shops, etc.) would depict features of high-culture context communication (the equal dominance or predominance of non-verbal enactment of stages/exchanges and contextual cues

over linguistic enactment of different stages) as it has been found by various researches in different countries that fall under the category of high-context cultures. Moreover, Libya, where Mitchell's (1957) pioneering study concerning the stages in service encounters was conducted, is also a high-context culture, where "people use fewer words in delivering messages, which is opposite of low-context cultures such as in America" (Hofstede 1997, as cited in Abubaker, 2007, p. 12).

Furthermore, Kuang et al. (2011) conducted a study in the government hospitals in Malaysia (high-context culture), where they found that out of 68 openings that were commenced by the staff members at the hospitals, 9 were non-verbal and polite (p. 20) (the non-verbal actions were 'handshakes') and out "of the 46 closings detected, 9 were non-verbal and semi-polite" (the non-verbal actions were 'head-nods' and 'smiles') (p. 24). Also, McKechnie et al. (2007) observed the 'listening actions' in 50 retail stores located in Dubai (high-context culture). One of the most eminent findings by the authors was that the frequency of the non-verbal action of "making eye contact" by the customers during service encounters was comparatively higher than 'head-nodding' and 'body posture' ("leaning forward and/or moving backwards") (McKechnie et al., 2007, p. 124).

In contrast with high-context culture, low-context communication depicts a dominant presence of verbal elements during service encounters than non-verbal activities (Halliday and Hasan, 1985; Bartlett 2005). Halliday and Hasan's (1985) study was conducted in the greengrocers' stores located in Australia, which is a low-context communication setting (Poon, Evangelista and Albaum, 2005). This might be the reason why the authors solely focused on the verbal enactment of the obligatory and optional stages in service encounters. Also, another study at some coffee shops and a coffee cart at Hawaii state in America highlighted the usage of

verbalized talks at a higher frequency compared to non-verbal enactment of stages (Bartlett 2005).

2.3 Omission and Non-linguistic Enactment of Stages in Service Encounters

Empirical studies conducted with the people originating from South, East, and South-East Asian countries (in high-context cultures) have found that service providers and customers in the stated regions often exclude non-essential or optional stages during transactions such as openings (Greeting) and (Finis). For instance, a study conducted in the Sarawak state of Malaysia with Chinese vendors and multi-ethnic customers showed that “out of 422 transactions, 255 or 60.43%” of the service encounters contained no form of greeting and about 71.56% of the interactions “concluded without any form of thanking” (Ting et al., 2012, p. 25-27). Kong (1998) did a comparison between the network marketing interactions and ordinary service encounters (at some greengrocers’ shops and ticket buying/selling organizations) in Hong Kong and found that the sequences of opening (greeting) and closing (bidding farewell) were absent from the service interactions taking place in the banks and government offices. Baily (2001) compared the verbal service interactions between Korean service providers to Korean customers and Korean service providers to African American customers in a liquor store in Los Angeles, California. The author found that “The Korean-Korean interactions are even shorter and show less intimacy (less engagement in phatic talks such as joking, greeting, bidding farewell, discussing personal life) than the corresponding interactions with African American customers” (Baily, 2001, p. 334).

Furthermore, various studies have analyzed the presence and absence of openings and closings in terms of ‘politeness’. Kuang et al. (2011) addressed politeness (giving due recognition to the other interlocutor to maintain communicative respect and courteousness) in

terms of what the staff at the front counter of the government hospitals in Malaysia said to their customers (clients/patients) during openings and closings to “save the hearer’s face” from being threatened (Goffman, 1967, as cited in Kuang et al., 2011, p. 15). The authors focused on the verbal and non-verbal (nodding, shaking head, silence, hesitation) elements of openings and closings and divided them into three categories: polite, semi-polite, and impolite (Kuang et al., 2011, p. 15). Out of 146 transactions in total, Kuang et al. (2011) identified that 78 encounters lacked any sort of verbal and non-verbal staff-initiated openings, and 100 contained no form of closings in which the staff participated. Such rareness of openings and closings were explained as communicative impoliteness (pp. 19-24). Ting et al.’s (2012) results also concurred with the existing literatures on service encounters between Asian vendors and customers that interactions often lack politeness rituals (phatic talks) such as Greetings (openings) and Finis (closings).

In contrast to the studies with people from countries located in South, East, and South-East Asia, people (service provider and customers) belonging to European and West Asian countries exhibit elaborate sequences of politeness and phatic or interactional talks in service encounters. For example, “in France, the service encounter is conceived of as the shopkeeper presenting a gift (the product purchased) to the customer, who offers a counter-gift (payment) and “symbolic remuneration which is constituted by thanking” (Kerbrat-Orecchioni 2006, p. 100, as cited in Lau and Ting, 2016, p. 285). Another study compared “French and Arabic (Syrian) service encounters” to identify the linguistic patterns and features of “polite behavior” in the service encounters interacted in these two languages (Traverso, 2006, p. 105). The research found that in the Arabic language (Syria), welcoming sequences or activities were being carried out quite regularly and the participants in service interactions occurring in French used “many

linguistic devices such as minimization, additional devices, and substitutive devices” to show politeness (Traverso, 2006, pp. 119-120).

Other studies have found inter-cultural differences and variations in terms of showing politeness during service encounters. For example, in a study conducted at a career center in Uruguay, it was found that calls in the Spanish language show “a clear tendency for the inclusion of greetings and self-identification during initial sequences of calls” compared to English calls (Reiter, 2006, p. 33). “Researchers have not identified the Uruguayan communication style but Spain is in the middle on the high and low context continuum” (Kim, Pan, & Park, 1998, as cited in Soong and Ting, 2014, p. 128).

Studies conducted in Malaysia (high-context culture) also show the presence of non-verbal enactment of stages, reliance on contextual over verbal cues, and the omission of openings and closings in service encounters. For instance, a study conducted in a grocery shop in the state of Sarawak in Malaysia found that Sale Request, Sale, Purchase, and Goods Handover (which were enacted both linguistically and non-linguistically) were the obligatory or frequent stages, and Greeting, Sale Initiation, Sale Compliance, Sale Enquiry, Purchase Closure, and Finis were the optional stages in service encounters (Soong and Ting, 2014, p. 134). Moreover, the Sale stage was often non-linguistically realized because contextual cues such as “price tags or cash registrar’s display” often provided the customers with the product’s pricing (Soong and Ting, 2014, p. 138). Furthermore, Although the frequency of the Greeting and Finis stages (phatic elements) was found to be higher among Chinese to Chinese vendor and customer encounters, it was significantly rare among Chinese vendors and non-Chinese customers (Soong and Ting, 2014, p. 136).

Another study conducted at a bakery (corner shop) in Sarawak, Malaysia showed (similar to Soong and Ting's (2014) results) that about 90% of the transactions were short, task-focused, and did not contain any interpersonal exchanges (e.g., Greeting or Finis) "suggesting that bakery service encounters are strictly instrumental exchanges without interpersonal elements" (Lau and Ting, 2016, p. 301). Moreover, the findings revealed that Sale Request, Sale Compliance, Purchase and Goods Handover are the obligatory stages (Lau and Ting, 2016, p. 300) in the service encounters, and "the stages of service encounters that can take place verbally are Greeting, Sale Initiation, Sale Enquiry, negative Sale Compliance, and Purchase Closure, whereas Goods Handover and Purchase are always conducted nonverbally" (Lau and Ting, 2016, p. 302). Furthermore, "Sale Request and positive Sale Compliance may take place either verbally or nonverbally" (Lau and Ting, 2016, p. 302). Also, (similar to Soong and Ting's (2014) results) "about one-third of the service encounters", in Lau and Ting's (2016) study, did not contain explicit verbalization of the Sale stage as "price tags and cash registrar's display kept showing the products' prices to the customers (Lau and Ting, 2016, p. 283).

Another study, conducted by Orr (2007) in the local markets of Southern China, found (similar to the stated studies in Malaysia) a dominant presence of the 'transaction frame' (where buyers and sellers solely focus on the goal of economic exchange without engaging in any form of interpersonal engagement through phatic talks such as Greeting or Finis) compared to 'consultation frame' (where shopkeeper provides his/her personal opinion to the customer) and 'valet frames' (where shopkeeper listens to the customer and tries to satisfy his/her demand) in the majority of the service encounters. Moreover, the service encounters were strictly restricted to achieving the "communicative goal of negotiating commercial exchange, and not" to engage

in any sort of interpersonal “relationship” through phatic talks such as Greeting or Finis (Orr, 2007, p. 100).

In Scollon and Wong-Scollon’s (1991) study, where they compared and contrasted the East Asian (especially the Chinese, Korean and Japanese) and Western people (Especially the Americans) concerning their distinctive manners and discourse practices of introducing topics (in English) while having conversations with someone, they divided Asian people into two categories based on their “communicative relations”: “inside relations” and “outside relations” (p. 118). People who have grown up together or have spent a substantial amount of time in each other’s company (e.g., school friends, colleagues, family members, etc.) have inside relationships among themselves, who are most likely to engage in stretched or long-lasting conversations that include phatic talks such as joking, discussing their personal lives, greeting each other, etc. On the other hand, the conversations among the people having outside relations among themselves (e.g., service provider and customer) are mostly utilitarian, task-oriented, and short-lasting without any sign of phatic exchanges that help building sustainable interpersonal relationships.

2.4 Studies on Service Encounter in the Context of Bangladesh

By this far in the literature review, three things are evident and clear: 1) Various studies around the globe have identified some essential stages in service encounters in the light of Halliday and Hasan (1985) and Ventola’s (1987) frameworks, 2) Researchers have categorized different countries/regions as falling under high- and low- context culture (Hall, 1977) based on empirical data of service encounters and 3) Service interactions among people belonging to South, East, and South-East Asian countries exhibit infrequency of openings and closings that reflects communicative impoliteness and task-focused nature of their day-to-day conversations.

However, there is no study in the context of Bangladesh that has researched and analyzed the frequency and infrequency and verbal and non-verbal enactment of different stages of service encounters or explored the generic structure of the staging of service encounters using empirical data. Only One significant study in the field of service encounter discourse (based on empirical data) was conducted by Shuvo Saha (2016) who, through a Critical Discourse Analysis (CAD) approach, investigated the strategies used by passengers and conductors in the local buses during haggling or bargaining in Dhaka city. The author used Michel Foucault's theory of 'discursive power' (Berg, 2009, as cited in Saha, 2016, p. 12) to describe how 'power' is an integral element of haggling encounters and categorized the strategies employed by the interlocutors as either 'productive' or 'repressive'. Results showed that strategies such as "alternate identity creation" (e.g., pretending to be a student to have to pay low bus fare) and the usage of "Slang and physical abuse" worked productively for the passengers; whereas, the strategies of "Subterfuge" (cheating by charging more than the actual fare) and "Cajoling" were productive for the conductors and repressive for the passengers during haggling. (Saha, 2016, pp. 5-15). However, the strategy of reasoning might be repressing or productive for either customers or passengers depending on the context and the subject of reasoning.

However, how service interactions are generally structured in different stages in commercial settings (e.g., greengrocers' and grocery shops) is yet to be thoroughly researched in Bangladesh. Saha (2016) highlighted that among some of the prospective research areas in the field of service encounters (e.g., haggling encounters with rickshaw pullers and "CNG-run auto-rickshaws") that can be researched and analyzed in the context of Bangladesh, "Adumbrating the generic structure or stages of haggling exchanges is another research-worthy area to elicit a structural understanding of the discourse" of service encounter (p. 18).

Therefore, standing on the shoulders of giants and keeping the essence of Saha's (2016) recommendation for further studies alive, this study aims at drawing the generic structure of the staging of service encounters in the context of Bangladesh by investigating the obligatory and optional elements/stages and the verbal and non-verbal methods of enacting the stages in greengrocers' and grocery shops at Shantinagar Bazar, located in Dhaka, Bangladesh, in the light of the frameworks for analyzing service encounter stages provided by Halliday and Hasan (1985) and Ventola (1987). Besides, the empirical findings of this research add the knowledge regarding the nature of day-to-day communication in Bangladesh to the existing literatures and validate the existing studies that have classified Bangladesh to be a region that falls under high-context culture (Osmani, 2022; Zhangwen and Hoque, 2017) and conceptualized that conversations among service providers and customers, originating from South, East, and South-East Asian countries, are mostly task-focused and lack conversational politeness as they often omit openings and closings during service encounters (Soong and Ting, 2014; Lau and Ting, 2016; Kong, 1998; Baily, 2001; Orr, 2007; Kuang et al., 2011; Ting et al., 2012).

Chapter 3: Methodology

This chapter describes the site of research, participants' backgrounds, and the methods and procedures of data collection and analysis.

3.1 Research Site

The naturally occurring service encounters were collected from the open-air greengrocers' shops and grocery shops located in Shantinagar Bazar in Bangladesh's capital city of Dhaka (a detailed description regarding the shops' layout is given in the Appendix, Note 12). It is an extremely busy market and the service providers (shop owners and their helpers) are always busy serving one customer after another. The market is open seven days a week from 10 am to 10 pm. A wide range of day-to-day items such as vegetables, fruits, groceries, fishery, dairy products, meat, kitchen utensils, stationeries, toiletries, and fast foods are sold in this market the majority of the shops are owned and managed by male shop owners. All the shopkeepers use Bengali (which includes different words and accents from various local dialects of the Bengali language) as their primary language for communication.

3.2 Participants

Three people (among the researcher's family members and relatives) from three different age groups were selected for this research as the customers and the researcher went to different greengrocers' (GGSs in short) and grocery shops (GSs in short) with them to record and observe the naturally occurring service interactions. Similar to the service providers, Bengali is the first language of all the participants (customers) in this research. The first participant/customer (M2) was a male in his late fifties. The second participant/customer (M3) was a male in his late twenties. Lastly, the third participant/customer (F1) was a female in her late thirties. The

researcher (M1) was also part of a few of the service interactions as a customer along with M2, M3, and F1. The majority of the shop owners (SW1 - SW20) ranged from age forty to seventy; however, the shop helpers (H1 - H7) were mostly teenagers, who were hired to assist the shop owners in serving their customers (e.g., gathering items from the shelves or refrigerators and packing them).

3.3 Data Collection

The qualitative data of naturally occurring service encounters and on-field covert observations ('covert' because the participants were not aware that their non-verbal actions such as goods handover, smiles, and making payment are being observed by the researcher) were collected from GGSs and GSs in the span of one and a half months (16 March - 28 April 2022). The research made fourteen visits on fourteen different days within the stated time period with the participants and the service encounters were audio-recorded using a Samsung Galaxy A52s mobile phone. Initially, 24 service encounters were recorded (twelve were from GGSs and twelve from GSs). The participatory customers (M2, M3, and F1) were aware that their conversations were being recorded. However, the shopkeepers were made aware of the recording and the purpose of the research after each transaction was completed. No shopkeeper made any objection to using the recorded interactions with them except for two of the grocery shop owners, who objected out of insecurity and discomfort to a certain extent. Therefore, two service encounter recordings from GSs were eliminated. Moreover, two of the interactions from GGSs had to be eliminated as they were quite inaudible due to the bustling noise of the crowd and vehicles. Therefore, a total of twenty successful conversations (ten from nine different GGSs and ten from eight different GSs) were finalized for proceeding with the data transcription and analysis.

3.4 The Procedures of Data Analysis

The data were transcribed following Jeffersonian (2004) Transcript Symbols using Roman English and a few Phonetic Transcript Symbols (see Appendix for detail) for capturing the pronunciation patterns of different forms of Bengali dialects and varieties as accurately as possible.

Subsequently, the calculation and tabulation of the frequent (obligatory) and infrequent (optional) stages of service encounters along with their linguistic and non-linguistic enactments were conducted followed by a quantitative analysis of the tabulated data such as the percentage of the presence and absence and linguistic and non-linguistic enactment of different stages of service encounters.

The data were analyzed based on Halliday and Hasan's (1985) service encounter framework, where Ventola's (1987) Goods Handover (GH) and Resolution (R) stages were incorporated (see Appendix). The data transcripts were indexed serially as GSS 1 – GSS 10 (encounters at greengrocers' shops) and GS 11 – GS 20 (encounters at grocery shops) for convenient referencing. The collected data (service encounters) for this research amounted to 55.73 minutes (3344 seconds), 7938 words (including comments and observations of various non-verbal activities), and 964 lines (The transcription of GGS 1 – GS 20 is given in the Appendix section).

Based on the service encounter stages' standard definitions and the socio-contextual meanings of the talks, different parts/turns of each service interaction were categorized in different stages of service encounters (A detailed description is given in the Appendix section - from Note 1 to 8).

Chapter 4: Results and Discussion

In this chapter, there are five sub-chapters (4.1 - 4.5) that elaborate on the typical structure of the staging of service encounters in GSSs and GSs followed by analyzing the frequency and infrequency and verbal and non-verbal enactment of different stages.

4.1 Typical Service Encounters in Greengrocers' Shops

Following is the manner in which a typical service encounter takes place in a greengrocer's shop: customer arrives at the shop and makes some Sale Enquiries about a product and thoroughly checks the product's quality. After being satisfied with the product's quality, the customer makes a Sale Request by asking the price of a specific quantity of a product and the seller gives him/her the selling price (Sale). Subsequently, multiple turns of Sale Enquiries take place over the price (customer bargains or tries to know the best-selling price for the day), quality, and quantity of the product. Finally, the seller counters the customer's counter offers and states the last price at which he/she is willing to sell the product. Finally, the customer pays for the product (Purchase) and the service provider hands over the goods to him/her (Goods Handover). Following (excerpt 1) is an example of such type of a service encounter:

Excerpt 1

Transcription of GGS 5 – At a Fruit (Banana) Shop

(The English translation of the interaction is given below each interlocutor's turn in italics. The service encounter stages are mentioned on the left side.)

SE	[	186	M3	:	əDā iKtu bāir korbén māmā (2.5)
SE	[				<i>Would you take it out for me, please?</i>

SE	{			((M3 was observing the hands of bananas and asks SW5 to hand him over one of the hands of bananas for checking their quality))
SR	{	187	M3	: kɔtɔ éiDā (.) phānā (4.5)
				<i>How much for this hand of bananas?</i>
+SC/S	{	188	SW5	: èKshɔ ponççāsh (0.2)
				One fifty
SE	{	189	M3	: ètɔ Kæ (1)
				Why so much?
		190	SW5	: shobri Kɔlā égulā èKshɔ bish TèKā Dɔɕɔn
		191		(.) duiTār Dɔɕɔn [sha]
				<i>Sobri Bananas are one twenty a dozen</i>
		192	M3	: [éhā]né KɔyDā āçé
				<i>How many are here?</i>
		193	SW5	: tinDā bēshi (0.8)
				<i>Three more than a dozen</i>
		194	M3	: èKshɔ bish TèKā rākhén
SE	{			<i>Take one twenty taka</i>
		195	SW5	: nā (.) āshār dām i èKshɔ bish
				<i>No, one twenty is the wholesale rate</i>
		196	M3	: tirish TèKā rākhén
				<i>Take one thirty then</i>
		197	SW5	: nā (3.5)
SE	{			<i>No</i>
		198	M3	: tirish TèKā rākhlé nimu (5)
				<i>I will take it in one thirty</i>

S	199	SW3	((M3 was walking away from the shop and SW5 calls from his behind and says that the last price he can offer is one hundred and forty.))
			: èKsho cçollishé oilé niyā ðān (22)
P	200	M3	<i>You can take it in one forty</i>
			((M3 goes back to the shop and starts taking out the money while the SW5 was packing the hand of bananas in a polythene bag))
GH			: éiðè
			<i>Here</i>
GH			((M3 pays the money and SW5 hands the bag to M3. Subsequently, M3 leaves the shop))

SELLING/BUYING OF VEGETABLES IS OVER

Firstly, (in GGS 5 - excerpt 1) there is no explicit form of Greeting (G) or Sale Initiation (SI). It starts with M3's request of passing him over the hand of bananas so that he could check their quality (Sale Enquiry). Subsequently, after being satisfied with the product's quality, M3 asked for the rate of one hand of bananas. Here, although the question on price seems like SE, as Halliday and Hasan (1985) described that the question on the price of a product (for instance, "How much are those Granny Smiths today?") can also be labeled as SE in some situations (p. 65), In this transactional encounter, the enquiry about the price worked as a Sale Request (SR). This is not only because M3 specified the quantity of product he/she wants to purchase but also there was no other turn from M3's side in the entire conversation which consisted of the information of how much (quantity) or which hand of bananas (product/good) he wanted to purchase, which are the key pieces of information that the SR stage comprises of. However, in

other GGSs, the nature and features of the SR stage are different from GGS 5 – excerpt 1 (See Appendix, Note 9).

In the following turn (excerpt 1, GGS 5, line 188) the SW5 gave M3 the retail price per hand of bananas. This turn by SW5 is both Sale (as he lets the customer know about the exchange value) and Positive sale compliance +SC (service provider granting Sale Request) because according to Halliday and Hasan's (1985) framework, SR must be followed by SC (+SC/-SC). Here, the stage of +SC is linguistically realized. However, in 3 of the service encounters in the GGSs, +SC is also seen to take place non-verbally (See Appendix, Note 4).

From line 189 to 198 (in GGS 5, excerpt 1), a series of evaluations of price and negotiations went on between the customer and service provider. On one hand, M3 kept bargaining and accusing SW5 of charging way much for a hand of banana besides trying to know the best price SW5 can offer him for the day. On the other hand, SW5 gave reasons for his asking the price of one fifty (as the wholesale price was one twenty and he could not sell too close to that rate). As lines 189-198 dealt with negotiation on price in participation of both customer and seller, these were labeled as SE. Subsequently, M3, being unsatisfied with SW5's offer, starts walking away from the shop, and SW5 called him from behind announcing one forty as the last price he can offer (Sale). M3, being convinced by the revised offer, walked back to the shop, paid for the products (Purchase) and SW5 handed him over the goods (Goods Handover).

4.2 Staging of Service Encounters in Greengrocers' Shops

Table 1 shows the frequency and infrequency of different service encounter stages that took place at the greengrocer's shops.

Table 1:

Stages	<i>Service Encounters in Greengrocers' Shops (GGS) (n=10)</i>			
	<i>Frequency</i>	<i>Percentage %</i>	<i>Verbal Stages</i>	<i>Non-Verbal Stages</i>
Greeting (G)	0	0	0	0
Sale Initiation (SI)	0	0	0	0
Sale Request (SR)	10	100	10	0
Sale Enquiry (SE)	10	100	10	0
Positive Sale Compliance (+SC)	10	100	9	3
Negative Sale Compliance (-SC)	0	0	0	0
Sale (S)	10	100	10	0
Resolution (R)	1	10	1	0
Purchase (P)	10	100	0	10
Purchase Closure (PC)	4	40	0	4
Goods Handover (GH)	10	100	0	10
Finis (F)	3	30	3	0
Notes: 1) Even if a stage was iterative (multiple presences of a single stage in a service encounter) in any interaction, they were counted as present once for that particular interaction. Repetition of stages was not tabulated. 2) Frequency means the number of interactions in which a particular stage is present. 3) If a particular stage occurred both verbally and non-verbally in a particular interaction, both verbal and non-verbal presence of the stage were tabulated.				

A total of 10 service encounters from greengrocers' shops (GGSs) were analyzed for this research and all of them were successful transactional encounters. The presence of Greeting (G) and Sale Initiation (SI) was missing all the encounters. However, the Finis (F) stage was present in three of the service encounters (GGS 2, 7, and 8). In GGS 7 and 8, the structure of the Finis stage was similar to the definition and examples (e.g., "see ya" or "have a nice day") provided by Halliday and Hasan (1985), where phatic talks were exchanged to maintain customer/seller social relationship. For instance, in GGS 7, the transaction ended with "See you"/"okay" (line 296 – 297) and with "okay thank you"/"okay" (line 350 – 351) in GGS 8. In both conversations,

the customer and the seller bid farewell to each other, and these talks were not parts of transactional communication. To note, In GGS 8 and 2, the Finis (F) stage may resemble the linguistic components of Purchase Closure (PC) and Sale Enquiry (SE) consecutively as described by Halliday and Hasan (1985), but in this context, it works as F, not PC or SE (See Appendix, Note 10).

Sale Enquiry (SE), Sale Request (SR), and Sale (S) were present in all the encounters and all of them were verbally enacted. Positive Sale Compliance (+SC) was also present in every interaction. However, in 9 of the encounters, they interacted verbally (GGS 1 – 8 and 10), both verbally and non-verbally in 2 encounters (GGS 1 and 4), and entirely non-verbally (e.g., in response to customer's SR, service provider started weighing and packing the products in silence) in 1 encounter (GGS 9). The examples of verbal and non-verbal forms of the +SC stage are described in Appendix, Note 4.

However, there was no presence of -SC in any of the encounters. A possible reason for the absence of -SC is that in the greengrocers' stores, most of the items (vegetables and fruits) were on public display (either hanged or displayed on the shops' front side) and people only went to the shop where they saw the vegetables or fruits they wanted to purchase in the display. Therefore, there is no reason for the seller to reject a customer's request for a particular product as the seller already has it for sale on display.

Resolution is only found in one conversation (GGS 1) where M2 consulted with M1 twice (lines 34-37 and 42-44) during the transactional encounter about how many apples they should purchase. The Purchase (P) and Goods Handover (GH) stages were present in all the encounters and all were realized non-verbally. However, some of the Purchase (P) stage

consisted of accompanying verbal cues such as “Here, take it” (GGS 1) and “Here” (GGS 5) just before making payment non-verbally. Furthermore, Goods Handover (GH) stage also followed certain linguistic cues such as the utterance of the words “here”/“here take it” by the service provider while handing over goods to the customer (GGS 7, line 289) or requests from the customers to put the purchased items in the bag that they were carrying (GGS 4, line 185) just before the non-verbal GH stage was performed by the service provider.

Lastly, Purchase Closure (PC) was present only in four encounters (GGS 1, 3, 6, and 10) and all of them were realized non-verbally. For instance, the service provider handing over the change in silence (GGS 1).

4.3 Typical Service Encounters in Grocery Shops

Following is the manner in which a typical service encounter takes place in a grocery shop: customer arrives at the shop and makes some Sale Enquiries (price and availability) about the products (often time customers carry a list of products they have to purchase) he/she wants to purchase and thoroughly checks the product’s quality. After being satisfied with the product’s quality, the customer makes a Sale Request by asking the price of a specific quantity of the product and the seller gives the customer the selling price (Sale). Subsequently, a few turns of Sale Enquiries take place over the price (usually the customer bargains to get a good deal or tries to know the best-selling price for the day), quality, and quantity of the product. However, bargaining is comparatively less in GSs compared to GGSs as most of the products (packed or frozen) are of fixed price unlike in the GGSs, where the rates of vegetables and fruits fluctuate now and then (depending on the seasons, production rates and export-import activities). After negotiation, the seller names the total amount of money the customer has to pay (this is the case

if the customer buys more than one or two products, but in the case of buying only a single product, the exchange price is often revealed at the beginning of the service encounter which may or may not decrease after bargaining). Finally, the customer pays for the product (Purchase) and the service provider hands over the goods to him/her (Goods Handover). Following (excerpt 2) is an example of such type of a service encounter:

Excerpt 2

Transcription of GS 5 – At a Grocery Shop

(The English translation of the interaction is given below each interlocutor's turn in italics. The service encounter stages are mentioned on the left side.)

SE	{	759	M3	: māmā ālu Koto koirā:
				<i>How much are the potatoes?</i>
SE/S	{	760	SW15	: ālu bish TèKā
				<i>Potatoes are twenty taka</i>
SE	{	761	M3	: ār lāl Dā
				<i>And the red one?</i>
SE/S	{	762	SW15	: èK i dām
				<i>Same price</i>
SE	{	763	M3	: bish TèKā (2.7)
				<i>Twenty taka</i>
		764	M1	: MārKét réT (4.1)
				<i>Market rate</i>
	{	765	M3	: lāl Dā purān (2.2)
				<i>The red potatoes are old</i>
				<i>((M3 checking the quality of the potatoes))</i>

SE	766	M1	: lāl Dā
			<i>Red ones?</i>
SR	767	M3	: purān purān (8.9)
	768		māmā (.) tin Ké: ģi: shādā ālu dibén (.)
	769		a: ār dui kéģi i lāl ālu dèn (6.4)
	770		miDiām çāiģ ér bhālɔ deiKkhā diyén hè (4)
	771		shādā Dā tin Kéģi (.)
	772		lāl Dā dui Kéģi (64.3)
			<i>Old old</i>
+SC			<i>Give me three kilos of white potatoes</i>
			<i>And three kilos of red potatoes</i>
			<i>Pack those that are medium in size and of good quality</i>
			<i>three kilos of red potato and two kilos of white potato</i>
			((H5 starts packing the potatoes))
SR	773		bām pāshér Dā dèn (2.3)
	774		oijé oi duiDā diyā dèn (31.5)
			<i>Pack the one on the left side</i>
+SC/GH			<i>Those two too</i>
			((H5 hands over the potatoes red and white potatoes packed in two separate polythene bags to M3))
P			(10.2)
	775		pācç kéģi ālu
			<i>Done</i>
			<i>5 kilos of potato</i>

P

((M3 hands over a one thousand taka note to SW15))

776 SW15 : nāi

Don't have any change

((SW15 says he does not have change for one thousand taka))

777 M3 : oibo nā

You don't?

((M3 gives SW15 the exact money of the products. Subsequently, M1 and M3 leaves the shop.))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Firstly, similar to excerpt 1, there was no explicit form of Greeting (G) or Sale Initiation (SI) in GS 5 (excerpt 2). The first (759) and third (761) lines are Sale Enquiry (SE) as M3 asks about the price of the product (potatoes). Both the lines 760 and 762 work as both SE and S stages as in both, products' prices were revealed by the service provider and the prior SE turns that were initiated by the customer were completed in these lines (See Appendix, Note 11).

Subsequently (in excerpt 2), M3 and M1 engaged in a series of SE stages where they evaluated and discussed the price and quality of the product among themselves (lines 763-767). In lines 768-774, the customer (M3) clarified to the seller which type of potatoes he wanted him to pack and in what quantity (Sale Request). While M3 was making the Sale Request, H5 non-verbally granted M3's requests, packed the potatoes as per his demands, and handed them over to him (GH).

Line 775 to 777 (excerpt 2) falls under the stage of Purchase (P), where the customer paid for the product. As the SW15 did not have change for one-thousand taka, M3 ended up paying the exact money followed by leaving the shop.

4.4 Staging of Service Encounters in Grocery Shops

Table 2 shows the frequency and infrequency of different service encounter stages that took place at the grocery shops.

Table 2

<i>Stages</i>	<i>Service Encounters in Grocery Shops (GS) (n=10)</i>			
	<i>Frequency</i>	<i>Percentage %</i>	<i>Verbal Stages</i>	<i>Non-Verbal Stages</i>
Greeting (G)	1	10	1	0
Sale Initiation (SI)	1	10	1	0
Sale Request (SR)	10	100	10	0
Sale Enquiry (SE)	10	100	10	0
Positive Sale Compliance (+SC)	10	100	8	5
Negative Sale Compliance (-SC)	5	50	5	0
Sale (S)	9	90	9	0
Resolution (R)	3	30	3	0
Purchase (P)	10	100	1	9
Purchase Closure (PC)	5	50	0	5
Goods Handover (GH)	10	100	0	10
Finis (F)	1	10	1	0
Notes: 1) Even if a stage was iterative (multiple presences of a single stage in a service encounter) in any interaction, they were counted as present once for that particular interaction. Repetition of stages was not tabulated. 2) Frequency means the number of interactions in which a particular stage is present. 3) If a particular stage occurred both verbally and non-verbally in a particular interaction, both verbal and non-verbal presence of the stage were tabulated.				

Similar to the data from GGSs, a total of 10 successful service encounters were analyzed from GSs for this research. Firstly, except for two encounters (GS 3 and GS 8), the stages of Greeting (G) and Sale Initiation (SI) were absent from all the encounters. Similarly, Finis (F) was only present in one service encounter (GS 1). However, in GS 1, the nature and features of the Finis stage are different from Halliday and Hasan's (1985) descriptions and examples (see Appendix, Note 8).

Also, in section 4.2, it is discussed that GGS 8 contains the Finis stage where the customer bid farewell by saying "okay thank you" and the service provider reciprocated by saying "okay" (in lines 350 – 351). However, there are encounters such as GS 8 (line 874) where the utterance of 'thank you' could not be termed as a Finis Stage (see Appendix, Note 8) by following Halliday and Hasan's (1985) descriptions and examples.

The stages of SR, SE, S, P, PC, and GH in the GSs consisted of the same pattern, features, and almost the same frequency as they did in the GGSs. However, unlike the GGSs, where the Sale (S) stage was present in all ten service encounters, it was present in nine out of ten service encounters in the GSs. In GS 4, in line 752, the customer (M2) asked H4 the price of "Pushti Tea". However, as H4 was not responding and M2 was in a hurry, M2 made a payment of five hundred taka to H4 so that he can return the change. Although the S stage was not linguistically enacted here, M2 had the basic idea of the regular rate of tea and that was the reason he could pay more money than required so that H4 could return the change to him. Therefore, even if S was missing from GS 4, it is an extremely significant and counted as an obligatory stage (as the stage was present in 90% of the GSs) because service encounters cannot reach the payment stage if customers are not made or are not aware of the exchange value of the

product they are purchasing. Even in Halliday and Hasan's (1985) framework, Sale (S) is an obligatory stage (p. 60).

Moreover, in the encounters at the GGSs, The Resolution (R) stage was found only in one interaction (GGS1). On the other hand, after analyzing the interactions taking place in the grocery shops, the R stage was evident in three interactions (GS 7, 8, and 9). A plausible explanation for the R stage being more frequent in GSs compared to GGSs can be that in the GSs, a variety of options for a single type of product are available to choose from (e.g., different brands of coffee with different available sizes) compared to the GGSs, where most of the shops had a single variety of fruit or vegetable (e.g., South African apples or Thailand's oranges). Moreover, in the service encounters in GGSs, the Purchase stage always took place non-verbally. However, in one of the encounters in GSs, the Purchase stage was verbally realized (line 806 in GS 6) as the customer verbalized or stated the exact amount of money that he was paying while making the payment. Except for GS 6, the rest of the encounters at the grocery shops depicted non-verbal enactment of the Purchase stage.

The stage of +SC followed the same pattern and features in GSs as it did in GGSs (see Appendix, Note 4). As all the encounters were successful (no customer left the shop for any product being not available or without purchasing at least one product), +SC were present in all the encounters. However, the key difference in terms of the stage of Sale Compliance between GSs and GGSs is -SC is present in five of the GSs, which is entirely absent from the encounters that took place in GGSs. The reason behind this is while shopping for grocery items, people were usually found carrying a shopping list and buying more than one item from the grocery shops. Also, unlike the GGSs, all the items were not on public display in the GSs and customers had to ask for products' availability before purchasing. Therefore, in five of the conversations (GS 1, 2,

3, 7, and 9), the service providers rejected at least one out of multiple Sale Requests made by customers as those products were unavailable in their shops. However, a -SC often came with a suggestion from the service providers of an alternative product that the customer could purchase if they wanted. For instance, in GS 1, Customer (M2) asked for Green Land company's powdered milk (SR; line 423-429). Subsequently, the seller (H2) replied that Green Land powder milk was not available (-SC; line 430) and he (M2) would have to take Pharm Fresh power milk (suggestion of an alternative product; line 430). Raevaara (2011) came up with similar findings in her research, where she analyzed the conversations between sales clerks and customers at the convenience stores in Finland. The study found that the sales clerks at the kiosks, in case of any product's unavailability, either suggested or advised the customers to look for the products in some other shops or presented an "overt explanation" concerning the unavailability of the product (pp. 557-561).

Moreover, in a few of the service encounters at the GSs, a tendency of repeating what the customer asked for was noticed among the service providers. For instance, in GS 3 (line 673-682), the Service Provider (SW13) repeated everything that the customer asked for to ensure whether H3 (helper) had packed everything that M3 demanded and it also worked as an assurance for the customer (M3) that SW13 heard everything that he demanded correctly. Soong and Ting (2014) highlighted similar findings in their study of the staging of service encounters in various ethnic grocery stores in Malaysia. In that study, in one of the service encounters, when the "customer asked "got envelope?" in Turn 2, the service provider repeated the word "envelope?" in a questioning tone to ensure that he had heard the customer correctly (Turn 3)" (Soong and Ting, 2014, p. 133). Also, in an analysis of ordering sequences in one of the sushi restaurants in Japan, Kuroshima (2010) described the presence of repetition (request for

confirmation of what was being ordered) as the “speaker’s (service provider) recognition, understanding, and registration of the prior turn, while prosodically seeking for the confirmation” (p. 860). However, the absence of repetition was an indication of mutual trust and understanding regarding the correct and accurate placement of the order between the customer and the service provider (Kuroshima, 2010, p. 860).

4.5 Non-linguistic Realization and Presence/Absence of Service Encounter Stages

Table 3 shows the percentage of verbal/linguistic and non-verbal/non-linguistic enactment of different stages of service encounters in the GGSs and GSs. The stages that are realized linguistically are G, SI, SR, SE, -SC, S, R, and F. Although -SC (present in 5 of the encounters in the GGSs) is always enacted linguistically, +SC is found to be enacted both linguistically (85%) and non-linguistically (40%). This is because, when service providers had to say that a product is not available, they often offered or suggested alternatives to the unavailable products, which could not but be expressed verbally. However, nonverbal +SC was enacted linguistically simply by packing the items that the customer requested (SR).

Table 3

<i>Stages</i>	<i>Service Encounters in Greengrocer’s Shops and Grocery Shops combined (n=20)</i>		
	<i>Total</i>	<i>Verbal (Percentage %)</i>	<i>Non-Verbal (Percentage %)</i>
Greeting (G)	1	100	0
Sale Initiation (SI)	1	100	0
Sale Request (SR)	20	100	0
Sale Enquiry (SE)	20	100	0
Positive Sale	20	85	40

Compliance (+SC)			
Negative Sale Compliance (-SC)	5	100	0
Sale (S)	19	100	0
Resolution (R)	4	100	0
Purchase (P)	20	5	95
Purchase Closure (PC)	9	0	100
Goods Handover (GH)	20	0	100
Finis (F)	4	100	0

G, SI, and F are always exchanged verbally because either to greet or to initiate a sale (by the service provider) or to bid farewell to develop a long-lasting social relationship, an interlocutor has to speak and engage the other interlocutor.

SR is always verbalized in the data set such as “How much for this hand of bananas?”. Similar to the SR stage, the S stage was also linguistically realized in the majority of the interactions (95%). In the context of greengrocers’ and grocery shops, the Sale stage had to be linguistically enacted as the products neither had any price tags with them nor the prices were shown at cash registrars as they had been identified by some of the existing studies (Soong and Ting, 2014; Lau and Ting, 2016). However, the Sale stage would most probably be absent in the service encounters taking place at different restaurants (as the menu includes the prices) or super shops (as most of the products have price tags).

The Resolution (R) stage is always linguistically realized and present in 20% of the service encounter. However, the Goods Handover (GH) stage is always non-verbal with some accompanying linguistic cues such as “here” or “take it” just before the non-verbal handover of goods.

The PC stage (service provider handing over the change) is realized non-linguistically in all the encounters in which the stage was present (45% of the service encounters). However, the P stage is non-verbal in 95% of the service encounters as in one encounter (GS 6), the customer named or verbalized the amount that he was paying during the Purchase (P) stage.

The obligatory (frequent) stages in the service encounters (GSSs and GSs) are SE, SR, SC (+SC), S, P, and GH and the service encounters, in the context of Shantinagar Bazar, must contain these stages to be called a successful service or transactional encounter. The optional (infrequent) stages in the service encounters are G, SI, -SC, R, PC, and F. Among the obligatory stages, although P, GH, and SC (+SC) are non-linguistically realized in 95%, 100%, and 45% of the conversations consecutively, SE, SR, and S are always realized linguistically. Therefore, as all the obligatory stages in this research's data set are not non-linguistically realized, an entire service interaction can't conduct non-linguistically, and SE, SR, and S stages have to be verbalized for a successful service encounter to take place. Also, the results of frequent non-linguistic realization and implicit conveyance of meaning during different obligatory and optional service encounter stages such as P (95%), PC (100%), +SC (45%), and GH (100%) are not surprising given that Bangladesh belongs to high-context culture (Osmani, 2022; Zhangwen and Hoque, 2017, p. 164).

Furthermore, the results show task-focused interactions with extreme rareness of openings (Greeting stage is present only in 5% of the encounter) and closings (Finis stage is present only in 20% of the encounters) in the service encounters, which concur with the existing literature (Kuang et al., 2011; Ting et al., 2012; Kong, 1998; Baily, 2001; Soong and Ting, 2014; Lau and Ting, 2016; Liu, 2009; Orr, 2007) that also identified infrequency of openings and closings in service encounters taking place among the people (customers and service providers)

originating from South, East, and South-East Asian countries. Moreover, the results concur with Kuang et al. (2011) and Ting et al.'s (2012) studies, who analyzed service encounters in the contexts of Malaysia and Hong Kong consecutively and explained the conversations as exhibiting conversational impoliteness as the majority of the interlocutors did not engage in openings (Greeting) and closings (Finis), which are politeness markers and shows that interlocutors are giving due courtesy, respect, and recognition to each other. As the Shantinagar Bazar (research location) often stays extremely busy with a continuous incoming of customers at the shops, it is not unusual for the customers and service providers to not frequently engage in interpersonal communication (Greeting and Finis) and focus on the task at hand (buying/selling). Orr (2007), in his research in the local markets of China, also highlighted similar findings to the present research that most of the people in China stay strictly within the periphery of commercial exchange of commodities instead of building interpersonal relations through phatic talks during service encounters. The results of this research are also in line with Scollon and Wong-Scollon's (1991) categorization of Asian (East Asians to be specific) people, who are not in regular contact with each other (e.g., service providers and customers), as having "outside relationships" among themselves. Similar to Scollon and Wong-Scollon's (1991) descriptions of 'outside relationships', most of the service encounters in the present research depict that the service providers and customers mostly meet to seek "utilitarian" value (buying/selling) from each other and their transactions last for a brief period with no phatic or interactional exchanges in which people with "inside relations" (people in regular contact with each other such as colleagues and friends) would engage in to develop a sustainable social bond.

Chapter 5: Conclusion & Future Recommendations

Based on the empirical data collected from GSs and GGSs located in Shantinagar Bazar in Bangladesh's capital city of Dhaka, the schematic or generic structure of the stages of service encounters is G-SI-SR-SC-S-R-P-PC-GH-F (a complete diagram is given in the Appendix section), which has been conceptualized in the light of the theoretical frameworks provided by Halliday and Hasan (1985) and Ventola's (1987). This conceptual framework can be further used in different service settings in Bangladesh to further analyze the staging of service encounters in various other service sectors such as stationery shops, restaurants, super shops, meat shops, fish shops, etc.

The obligatory (frequent) stages in the service encounters are SE, SR, SC (+SC), P, and GH and the optional (infrequent) stages are G, SI, -SC, R, PC, and F. The obligatory stages found in this research are different in comparison with the stages Halliday and Hasan (1985) identified as obligatory in their framework. Halliday and Hasan (1985) identified SR, SC, S, P, and PC as obligatory stages in service encounters. However, in this study, SE (which Halliday and Hasan marked as an optional stage) and GH (Ventola, 1987) are also obligatory stages besides Halliday and Hasan's (1985) SR, SC, S, P, and PC stages. Moreover, according to Halliday and Hasan's (1985) framework for analyzing service encounters, verbalization of all the stages (obligatory and optional) is mandatory. However, in this research, along with Ventola's (1987) GH (100% non-linguistic enactment) stage, +SC (40% % non-linguistic enactment), P (95% non-linguistic enactment) and PC (100% non-linguistic enactment) are the stages which are enacted non-linguistically and the results of non-linguistic realization of different service encounter stages are not unusual given that Bangladesh is a high-context culture.

The stages of SR, SE, S, P, PC, and GH in greengrocers' and grocery shops consisted of the same pattern, features, and almost the same frequency. The Sale stage is always linguistically realized as the products did not include any price tags and almost all the items in the GGSs and GSs were subject to bargain. The linguistic realization of the Sale stage in the present research is in contrast to findings in a Malaysian (a high-context culture) bakery (Lau and Ting, 2016) and retail stores (Soong and Ting, 2014), where the Sale stage was found to be realized non-linguistically every time.

The Resolution (R) stage is found only in one interaction (GGS 1) and in three interactions in GSs (30% higher than GGSs). This is because, in the GSs, customers used to have a variety of options available for a single type of product to choose from (e.g., different brands of coffee with different available sizes) than they have in the GGSs, where most of the fruits or vegetables were of a single variety (e.g., South African apples or Thailand's oranges). Therefore, as customers have more options to choose from in the grocery shops, they tend to spend a good amount of time discussing among themselves before finally deciding on which product to buy.

Negative Sale Compliance (-SC) is more frequent in the service encounters in the GSs compared to GGSs because customers usually went to GSs to buy multiple items without knowing whether they will be available or not compared to GGSs, where items were mostly in public display and customers knew whether a shop has the product (fruits or vegetables) that they want to purchase. These findings are important for understanding the roles and different ways of implementing verbal and non-verbal actions during service interactions in the context of Bangladesh.

Also, the results show that the nature of service encounters in the context of Bangladesh is task-focused and they lack conversational politeness as there is a high rate of infrequency of openings (Greeting stage is present only in 5% of the encounters - only in the GSs) and closings (Finis stage is present only in 20% of the encounters - only in the GGSs) which concur with the existing literature (Kuang et al., 2011; Ting et al. 2012; Soong and Ting, 2014; Lau and Ting, 2016; Liu, 2009; Orr, 2007; Kong, 1998; Baily, 2001; Scollon and Wong-Scollon's, 1991).

However, further research needs to be conducted in the field of service encounter to identify whether there are other non-linguistic forms (head nod, eye contact, smile, waving, etc.) of communication of putting the Greeting (G) and Finis (F) stages into action as they were identified by Kuang et al. (2011). Such studies will not only help to identify the presence/absence of different forms of non-linguistic G and F stages in service encounters but would also strengthen existing literature's the classification of Bangladesh as a high-context culture (Hall 1977) as there is a probability of more implicit and non-verbal ways of communication to be identified. It is possible that some of the non-verbal actions may have gone missing from the researcher's observation as all the service encounters were recorded amidst bustling crowd and during the market's rush hours, which made it extremely difficult to notice each and every non-verbal action(s) that were being employed by the participants. However, even without video recording, non-linguistic realizations of different actions and stages in service encounters can be identified by considering "McKechnie et al.'s (2007, as cited in Lau and Ting, 2016, p. 305) technique of using a predetermined checklist of behavioral actions to observe service encounters". Moreover, studies in other service sectors may also show the non-verbal presence or absence of the Sale stage (such as in super shops where there are price tags on products or restaurants where the prices are written on the menu) and the more non-linguistic

realization of different stages can be identified through empirical researches, the more evident and strengthened existing literature's classification of Bangladesh as a high-context culture would become. However, the reverse is also possible. For instance, if future empirical studies find more verbalized stages compared to non-verbalized elements, Bangladesh may also be termed as a low-context culture, where explicit verbal interactions are predominant compared to implicit, non-verbal interactions and contextual cues.

Furthermore, this research creates a solid surface for future studies in the field of the staging of service encounters. This research was conducted in the greengrocers' and grocery shops. However, there are various other kinds of shops such as stationery shops, fast food carts, restaurants, meat shops, fish markets, etc., where the generic structure of the staging of service encounter, obligatory and optional stages, and their verbal and non-verbal enactment methods and their socio-contextual functions can be studied. Gradually, using the generic structures or the conceptual frameworks established through the studies in different service sectors in Bangladesh, a theoretical framework can be established concerning the generic or schematic structure of the staging of service encounter discourse in the context of Bangladesh.

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Appendix

Following are the transcriptions (based on Jeffersonian Transcript Symbols) of service encounters, which were originally exchanged in the Bengali language and later transcribed using Roman English and along with a few Phonetic Transcript Symbols to be able to document different forms of Bengali dialect as accurately as possible.

1-10 are encounters at **Greengrocers' Shops (GGS)**, titled **GGS 1** to **GGS 10**

11-20 are the encounters at **Grocery Shops (GS)**, titled **GS 11** to **GS 20**

Other short forms that have been used in the transcription are as follows:

The male participant (*the researcher*) who recorded and participated in some interactions: **M1**

The male participant (customer) in his late 50s: **M2**

The male participant (customer) in his late 20s: **M3**

The female participant (customer) in his late 30s: **F1**

Shop owners at the GSs and GSSs: **SW - (SW1 – SW20)**

Helpers of shop owners at the GSs and GSSs: **H - (H1 – H7)**

Following are the pronunciation patterns of some of the phonetic symbols and vowel and consonant English letters and clusters that have been used in the transcriptions:

ā = car, far
æ = sand
ç – sorry, sa <u>u</u> ce
cç – voiceless alveolar affricate – similar to the initial pronunciation of ‘s’ sound in the word ‘ <u>t</u> sunami’

sh – <u>sh</u> out
ɔ = <u>or</u> , <u>for</u>
D (capital ‘d’) – <u>D</u> octor – only the /d/ sound is emphasized
d (small ‘d’) – <u>th</u> ine – similar to a pronunciation of ‘th’ in the word ‘ <u>th</u> e’, ‘ <u>th</u> ine’ and ‘ <u>th</u> ou’
Bh – <u>B</u> hutan, <u>b</u> hajan
j – <u>j</u> aundice, <u>g</u> ender
dz – <u>z</u> oo
é – fian <u>cée</u>
è – ca <u>ff</u> è
ə = ba <u>n</u> ana, le <u>m</u> on
ph = <u>p</u> un, <u>p</u> ond (the /f/ sound is pronounced but in a silent way)
ŋ = go <u>in</u> g, do <u>in</u> g
i – b <u>i</u> ll
k (small ‘k’) – <u>c</u> arrier – similar to /kh/ sound
K (capital ‘k’) – a <u>s</u> k, <u>c</u> ar – only the /k/ sound is emphasized
o – <u>p</u> ool, <u>g</u> oal (similar to /əu/ sound, but less of ‘ə’ and ‘u’ sound and more focus on the ‘o’ sound)
T (capital ‘t’) – <u>t</u> ire – only the /t/ sound is emphasized
t – <u>p</u> izza – similar to the way the silent ‘t’ is pronounced while saying the word pizza = (pi:tsə)
th – <u>th</u> orne, <u>th</u> rive – ‘t’ and ‘h’ sounds are pronounced together (/th/)

Transcription Conventions:

(.)	a pause lasting less than 0.2 seconds
(2.0)	pauses in seconds in between utterances
↑	indicates rising intonation
↓	indicates falling intonation
::	colon(s) indicate the lengthening of sounds after which colon sign is given
[]	Squares brackets indicate the beginning (left square bracket) and end (right square bracket) of overlapping in conversations

(())	double brackets are used to write comments about the relevant, non-verbal activities taking place during conversations
hello=	equal signs signify that there is no break or gap in conversations
hhh	these syllables are used to indicate laughter
(h)	these syllables (in bracket) are used to indicate laughter within words
\$	words within dollar signs indicate a smiley voice
()	exchanges that are unclear or inaudible
< >	indicates slower or stretched talk
> <	indicates faster talk
o o	indicates low pitched or whispering voice in comparison to the interlocutors' pitch and tones

Framework Used for the Analysis of the Stages in Service Encounters:

Stage	Function	Examples
Greeting (G)	To show recognition of personal relation	"Good morning"
Sale Initiation (SI)	To initiate service encounters. (SI is complete when the customer has responded)	"Who's next?" "I think I am."
Sale Request (SR)	To request goods. (Usually involves demand, reference to goods, and quantity of goods) (If SR occurs twice, SC must also occur twice)	"I'll have ten oranges and a kilo of banana please."
Sale Compliance (SC)	To grant or reject sale requests. (A true granting of SC is getting goods for the customer but the verbal response is to invite more purchases) (SC is complete when the customer has responded to the invitation)	"Yes, anything else?" "Yeah, thank you." "Will that be all?" "Yeah, thank you."
Sale Enquiry (SE)	To determine some attribute of goods contemplated for purchase. (Can be raised by	"I wanted some strawberries but these don't look very ripe. Will they be OK for this

	customer or vendor) (Can occur anywhere, so long as it does not precede G or SI and so long as it does not follow P or PC or F)	evening?” “You’ll like them cos they’re good.
Sale (S)	To inform exchange value of goods.	“That’ll be two dollars and sixty-nine please.”
Resolution (R)*	Customers deciding on whether to buy or not a product. However, this decision is subject to whether the choice of goods exists (not always)	“We will take him” “Have him” “Okay” (seller packs the mobile)
Purchase (P)	To offer the exchange value in return for ordered goods	“I can give you nine cents.” (handing over the money)
Purchase Closure (PC)	To acknowledge receipt of payment. (signals end of purchase act. Might additionally cover the business of handing over change)	“Eighty, three dollars and two is five. Thank you.”
Goods Handover (GH)	To give or take the purchased items	
Finis (F)	To indicate continuity in interpersonal relations by displaying goodwill.	“Have a nice day. See ya.”
Source: Soong, G. P., & Ting, S. H. (2014). Conventions of Malaysian grocery store service encounters. <i>HERMES - Journal of language and communication in business</i>, 27(53), 142. https://doi.org/10.7146/hjlc.v27i53.20986 Soong and Ting (2014) incorporated Ventola’s (1987) Goods Handover (GH) Stage to Halliday and Hasan’s (1985) framework for analyzing the stages of service encounters in their research. To their conceptual framework, Ventola’s (1987) Resolution (R) stage has been added to draw a complete overview and a conceptual framework of the identifiable stages in the present research in the context of Bangladesh.		

Notes

Note 1

The stages of Greeting (G) and Sale Initiation (SI) were not difficult to identify. For instance, in GS 3, SW13 said “Hello sir, are you doing well?” and M2 responded “yes” (line 624-625). Here, line 624-625 fall under the stage of Greeting (G) as the interlocutors are greeting each other before proceeding with the service. The stages that marked the initiation or the transactional interaction were marked as SI. For instance, line 854-855 in GS 8 was marked as sale initiation where the seller (SW18) began the encounter by asking F1 “what do you want?” followed by F1’s response: “do you have Davidoff coffee?”. Here the question regarding the availability of coffee completes the stage of SI and simultaneously works as Sale Enquiry (SE). Such phenomena of one turn consisting of features of multiple stages are further discussed in the following Notes.

Note 2

Sale Request (SR) and Sale Enquiry (SE) were the stages that were initially confusing to differentiate. According to Halliday and Hasan’s (1985) framework and examples of service encounters, SR is an obligatory stage in service or transactional encounters where the customer lets the seller know about the exact amount of products or goods that he/she wants to purchase (p. 59). On the other hand, SE is an optional stage where a product’s availability, attribute or quality or quantity, or best-selling price is discussed or bargained. SE can be initiated either by the seller or the customer, and the stage ends when the “other participant” responds to it (Halliday and Hasan, 1985, p. 62). Usually, the question on the price of a product (“How much are those Granny Smiths today?”) is labeled as SE (Halliday and Hasan, 1985, p. 65). However,

there are times when a turn in a conversation seems like SE, but they perform the function of SR. Soong and Ting (2014) described that if a customer enquires about the price of a product and the Payment (P) stage (when the customer finally pays for the product(s) he/she is purchasing) arrives right after naming the price during transactional encounters, it is SR instead of being an SE (p. 132). The authors may have come to this conclusion because by demanding to know the price of a particular product, a customer automatically and indirectly ensures the seller that he/she will purchase the exact amount of product(s) that can be purchased in exchange for the amount of money he/she has to pay. Therefore, if a customer promptly paid right after asking a product's price, those stages were considered to be SRs in this study. For instance, in GGS 2 (line 47-51), M2 paid for the apples right after the seller (SW1) responded to his question of "how much?" Here, the question on the price of the apples (product) is not SE, but SR as the customer pays immediately after he receives a response from SW1. However, in GGS 6 (line 254), when the customer (M3) asked "how much", it is not SR. Rather, it is SE because the Payment (P) stage comes after several stages of Sale Compliances (SCs) and SEs.

Note 3

Purchase (P) and Sale (S) are the other two obligatory elements in Halliday and Hasan's (1985) framework. Following Halliday and Hassan's (1985) examples and explanations, only those turns were termed as P in which the customers either made a final exchange offer after bargaining or paid non-verbally or verbally to the seller. Verbal Payment refers to stating the exact amount that is being paid during payment by the customers. On the contrary, non-verbal Payment refers to handing over the money without any utterances. In the data set, verbal Payment included instances where the customer stated the exact amount of Payment during purchase such as "one fifty taka" (line 806 in GS 6) and non-verbal Payments include the

customer simply handing over the money without saying anything (e.g., right after line 261 in GGS 6). To note, there were certain exchanges where the customer said “here” (e.g., line 139 in GGS 3) right before making the payment. Such elements were counted as accompanying linguistic cues or elements that signal that the Purchase stage is arriving and such cues were categorized as accompanying linguistic elements of the Purchase (P) stage. However, before making a final offer, in majority of the service encounters, the customers kept on bargaining for getting a good deal out of the transaction. Those pre-purchase stages were termed as SE as the customers were still searching or enquiring for the best price for the day of the product they were purchasing. On the other hand, the stages/turns in which the sellers let the customers know about the price of a product were termed Sale (S) Stage.

Note 4

Positive Sale Compliance (+SC; seller, in response to customer’s SR, gives an affirmative response about the product’s availability) and Negative Sale Compliance (-SC; seller’s negative response to the product’s availability) were easy to identify as service providers either responded in affirmative (“yes”) or negative (“no”/ “it is unavailable”) in response to customer’s SRs. However, in some of the service encounters, +SC is seen to be enacted non-verbally too.

In GGS 4, the customer (M2) bought different kinds of vegetables from an open-air vegetable shop. In line 154 in GGS 4, M3 made a Sale Request to SW4 by asking him to pack and weigh three eggplants. Here, M3 also specified the quantity of products (three) he would like to take. In response, SW4 weighed and packed the eggplants, and M3 moved to another section of the shop to check the quality of the pointed gourds. Here, SW4’s non-verbal action of

weighing and packing the gourds is a non-verbal form of Positive Sale Compliance (+SC) as he is granting M3's sale request without uttering any word. On the other hand, a few turns later (in GGS 4), M3 asked SW4 to pack pointed gourds (line 171); however, he specified the quantity in line 176. M3 asked SW4, who was putting all the vegetables in one single polishing bag so clumsily that it was difficult to differentiate how much different vegetables weigh, "how would you know the amount of pointed gourd you have put in the bag weighs half a kilo?" (Sale Request). In response, SW4 took the pointed gourds out of the bag to weigh them separately and said "here, look." (Positive Sale Compliance). Therefore, the customer's Sale Request of Half a kilo of the pointed gourd is verbally granted (positive Sale Compliance). Therefore, in GGS 4, both verbal and non-verbal +SC are present. However, in GGS 9, only the presence of non-verbal +SC can be observed. In GGS 9, F1 asked the seller to weigh and pack one kilo of orange (Sale Request in line 388). In response, the SW9 weighed and packed the oranges followed by handing over F1 the packed oranges. Here, +SC (SW9 granting F1's request to pack a kilo of oranges) is non-verbal as the seller granted the customer's request without uttering any word.

Note 5

There were instances in the data set where multiple stages were closely intertwined in one turn. In such cases, both the stages were counted to be present both in those particular turns and in the interactions. For instance, in GS 2, M2 asks SW12 to pack one kilo of Moshuri lentils and enquires about the quality of Mug lentils (line 521-522). Therefore, both SR and SE are present in the same turn. Subsequently, in the next turn, according to Hassan and Halliday (1985), SE and SC must be present. This is because SE is only completed when the opposite person responds and SR is only completed when the service provided accepts or grants the sale request of the customer (+SC/-SC). Therefore, the next turn of the customer in GS 2 (line 523), when

SW12 replied to M2's SE that "Mug lentils are good in quality as new stock just arrived", is a turn that does not only completes the stage of SE but also works as a +SC to M2's request of Moshuri lentils in the beginning as SW12 does say anything about Moshuri lentil's unavailability and proceeds with M2's SEs. Therefore, besides being a turn where Mug lentil's quality was being described, line 523 was also an indirect confirmation by SW12 to M2 that Moshuri lentils are available and he can purchase the item, although it is not verbalized directly.

Note 6

According to Halliday and Hassan's (1985) framework, SE, SR, SC (+SC and -SC) and S cannot occur before G or SI and after P or PC or F. Here, Purchase Closure PC (according to Halliday and Hassan's definition) is the stage where the seller acknowledges the "receipt of payment", uses some politeness formula such "thanks" and returns changes if necessary (p. 60). On the other hand, Finis (F) is a "display of goodwill" where both customer and seller engages in phatic communications such as "see ya" or "have a nice day" after the transaction is completed to maintain a good and sustainable social relationship (p. 63). Based on the definitions of SE and PC, in instances where the customer kept on enquiring about the price of different products after finalizing the price he/she had to pay (P), those instances or turns or stages were termed as either a part of Purchase (P) or Purchase Closure (P) as they did not proceed to another set of SR, SC, and P. For example, in GGS 10, after SC stage in the lines 410 and 411, F1 made the payment (P). However, when SW10 responded that he did not have the change, F1 started searching for the exact money to pay to SW10 and simultaneously asked for the rate of the wax gourds. This enquiry about the price was more like a casual talk as F1 did not end up buying wax gourd and paid to SW10 as soon as she found the exact money in her purse that was to pay for the transaction. Therefore, line 412-422 were marked as the accompanying linguistic elements that

fall under Purchase (P) as they were associated with F1 searching for money for making the final payment. However, this stage could not be considered as Purchase Closure (PC) as there was neither a sign of acknowledgement of the payment such as “thanks” or “great” nor handing “over change” to the customer by the service provider (Halliday and Hasan, 1985, p. 60). To note, there was no interaction in this data where polite acknowledgements such as “thank you” or “great” (Halliday and Hasan, 1985, p. 60) were found from the sellers’ side after the reception of Payment from customers. Therefore, there is no interaction in which the PC stage could be labeled as verbal. However, as service providers returning the change to the customer is an action that Halliday and Hasan (1985) categorized as a part of PC, multiple examples of non-verbal PC were found in the data set, where the service providers simply accepted the payment and returned the change if necessary.

Note 7

Ventola (1987) introduced the stages of Resolution (R) and Goods Handover (GH) in her framework for analyzing the stages of service encounters.

Resolution is a stage where customers (at least two customers are required) decide by discussing among themselves whether to buy or not buy a product and let the service provider know their decision so that he/she can pack the product (Ventola, 1987, p. 123). Therefore, in this study, those consecutive turns were marked as the Resolution (R) stage where the customers (two customers in every instance) together decided on the quantity of items to buy or which products to buy and let the customers know so that he/she can pack it and proceed with the stage of Purchase (P). For instance, in GS 8 (line 858-862) both F1 and M1 converse among

themselves and decide which flavor of Davidoff coffee they should take, and SW18 responds that they can take the coffee.

Goods Handover (GH) is the inaudible stage in transactional encounters where the service provider hands over the packed goods to the customer. Ventola (1987) gives an example of an encounter at a shop where the seller packs the goods and says “here we are” followed by non-verbally handing over the goods to the customer and the customer politely responds by saying “thank you” (p. 125). Most of the time, GH followed accompanying linguistic elements or cues such as “thank you”, which works as an indication for the researcher that a non-verbal handover of goods is taking place or has taken place or going to take place (Ventola, 1987, p. 125). In the present research, the non-verbal stages of Goods Handover (GH) were noted down through making observations, and sometimes, this stage followed certain accompanying linguistic cues as Ventola (1987) explained such as the utterance of the word “here”/“here take it” by the service provider while handing over goods to the customer (GGS 7, line 289). Moreover, sometimes customers were found asking/requesting the service provider to put the items in the bag that they were carrying (GGS 4, line 185) before the non-verbal GH stage. All such linguistic elements were considered as accompanying linguistic cues or features of the non-verbal GH stage in the service interactions.

Note 8

The Finis (F) stage was easy to identify in most of the service encounters. For instance, in GGS 7 (line 296-297) M3 bids farewell by saying “see you” and SW7 responds “okay”. For Halliday and Hasan (1985), such interactions function as “phatic communions” (Similar to Greeting) or as a “signal to end the purchase act”, in which the customer and service provider

participate together to maintain a sustainable “interpersonal relationship” even after the transaction is over (p. 63). However, there were some variations in the nature of Finis (F) stage in comparison to the definition and examples of the stage given by Halliday and Hasan (1985). Similar to the example GGS 2, line 102-104 (See Appendix, Note 10) in GS 1, line 500-505 may seem like a Sale Enquiry, but it is not because, after Purchase (right after line 491), SE cannot occur. Therefore, in line 500-505, where SW11 (seller) assured M2 about the quality of the product (powdered milk) and M2 (customer) replied that if it is so then he will take that company’s powdered milk from then on, it is not SE but Finis (F). This is because this conversation took place after the P stage and also created a bond of trust between the seller and the customer because the customer was assured by the seller’s words that he (seller) would always provide him with a top-class product. Also, line 500-505 (in GS 1) help create a bond of trust between the customer (M2) and the seller (SW11) and strengthens their social relationship. For these reasons, this stage has been considered as the F stage, not SE.

On the contrary, in GS 8 (line 874), F1 said “okay thank you” to SW18 and started leaving the shop. However, instead of participating in the Finis stage by replying to F1’s ‘thanks’ to him for his service, SW18 asked F1 to not leave as she was yet to receive a change of ten taka from the shopkeeper (line 875). Here, F1’s ‘thank’ alone cannot stand as a Finis stage as it is clearly stated in Halliday and Hasan’s (1985) framework that “Greeting and Finis always require two individual acts” from both customer and service provider (67). Therefore, as the customer's bidding of farewell was not reciprocated from the service provider’s side, it has not been considered as Finis stage.

Note 9

To note, all the SRs in the greengrocers' shops do not follow the same structure or have the same components as Halliday and Hasan (1985) explained with examples in his service encounter framework. For instance, in one of Halliday and Hasan's (1985) examples, a customer asked the service provider "Do you have any Granny Smiths" and the service provider responded "yes, large or medium" (p. 65). This example given by Halliday and Hasan (1985) falls under SE as both the customer and seller are participating in the enquiry about a specific product's attribute (size) and availability. Only after SE stage, SR stage arrives when the customer specifies that he wants "half a dozen large ones" (Halliday and Hasan, 1985, p. 65).

However, in one of the service encounters (GGS 2) among the interactions collected from greengrocers' shops, the enquiry about the price itself works as SR, which does not contain any information about the quantity of the product. In GGS 2, M2 (the customer) was enquiring about the quality of bananas after a few turns and asks "how much?" (line 62). In response, SW2 (the seller) says "ninety taka" (line 63). Here, although M2 does not mention that how many bananas (quantity) he wants to purchase, in the local markets when people ask for the price of fruit or vegetables, they usually enquire about the price of a particular unit of a product (e.g., one kilo of bananas or one kilo of cucumbers) and end up buying the minimal unit such as a kilo of cucumbers. Therefore, mentioning the amount was not necessary in GGS 2 and it was never explicitly mentioned by the customer that he wants a dozen of bananas. The interaction ended with SW2 proposing the last selling price of "eighty taka" per dozen of bananas. Subsequently, M2 paid for it and left with a dozen of bananas. Therefore, even if line 62 (GGS 2) does not involve the quantity of the product, it works as an SR. However, in the rest of the encounters in the GGSs, the SR stages consisted of the information regarding how much (quantity) of a

particular item a customer wants to buy, similar to GGS 3, and additionally, SRs included (in a few instances) requesting to know the product's price in the same turn.

Note 10

To note, Halliday and Hasan (1985) Purchase Closure (PC) is the stage where the seller acknowledges the “receipt of payment”, uses some politeness formula such as “thanks” and returns changes if necessary (p. 60). However, in GGS 8, “okay thank you”/“okay” (in line 350 – 351), worked as F instead of PC. This is because, in GGS 8, after P and GH stage, F1 and SW8 bid farewell to each other by saying “okay thank you”(F1)/“okay”(SW8), right after which F1 leaves the shop. Therefore, in this case, the utterance of ‘thank you’ and the service provider’s response to it played the role of closings (Finis), where the customer thanked the service provider for his service and the service provider reciprocated by saying ‘okay’. Furthermore, in GGS 2, the Finis stage was not in regular forms of bidding farewell such as ‘thank you’ or ‘see you’. In GGS 2, (line 102-104) the customer (M2) made an enquiry about the product and asked SW2 “the bananas I took the previous time were sweet/Will these be sweet too?” and SW2 responded, “usually all bananas are sweet”. Here, this may seem like a Sale Enquiry; however, according to, Halliday and Hasan’s (1985) framework, SE stage cannot take place after P stage. As money was already paid (Purchase, right after line 97), the talks proceeding P cannot be SE. Here, M2’s enquiry suggests that he had previously bought bananas from SW2 and enquires about their quality because if it turns out to be sweet again, he would come again. SW2 responds accordingly M2’s enquiry, which creates a good social relationship between the customer and the seller. Therefore, this stage was marked as F, not SE.

Note 11

According to Halliday and Hasan's (1985) framework, the Stage of SE completes when the other interlocutor responds to the speaker's SE (p. 62). Therefore, in GS 5, line 760, when the service provider revealed the price for per kilo of potatoes ("twenty taka"), it was not only a Sale stage (seller revealing the exchange value) but also SE as the customer's SE in line 759 required the seller's response for the completion of SE stage. Similarly, line 762 (excerpt 2) falls under both SE and S as the seller revealed the price of red potatoes (S) and simultaneously completed the customer's SE stage that he commenced by asking the price of the red potatoes (line 761).

Note 12

The GGSs were open-air stores with plastic curtains ceiling on top in order to prevent the fruits and vegetables from rain and direct sunlight. In the GGSs, the items for sale were usually on public display (either hanged or displayed on big tables on the shops' front side). On the contrary, the GSs were closed within concrete walls with the side facing the roads or lanes in the market open for the customers to enter. The shop owners in GSs usually sat at the cash counters and took customers' requests for goods, received payments, and returned the change. Most of the grocery shops had one a helper along with the shop owner for gathering and packing the items that the customer requested while the shop owner interacted with the customers and responded to their requests. In the GSs, the most common day-to-day groceries (bread, biscuits, nuts, chocolates, chips, oil) were mostly displayed at front of the shop around the cash counter. The rest of the dry grocery items were stored on shelves and tables and the dairy products, frozen foods, and beverages were mostly stored in refrigerators.

**Following are the Transcribed Data of Service Encounters
(GGs 1 – GS 20)**

Transcription of GGS 1 – At a Fruit (Apple) Shop

- 1 M2 : éi shobuḡ āpél éidè Ki cḡāynāDā nāKi
2 āshol Dā=
3 SW1 : =ḡāuth āpfriKār orḡināl Dā
4 M2 : è::h↑ o[i
5 SW1 : [nāilé èK TèKāo dām nāi
6 M2 : éiḡé (.) [éi ḡāph (.) éiḡé érom érom kè]n
7 SW1 : orḡ[lināl ḡāuth āpfriKā thiKā āiḡé]
8 hɔ: éiḡé éihənè (.) oi↑ dui èKTā ār nāi oi
9 èK piḡ i:=
10 M2 : =Koy TèKā Koirè éi Kéḡi éguli
11 SW1 : duishɔ bish Tè[Kā
12 M2 : [āmār ligè Koto héidè Kou=
13 SW1 : =dosh TèKā °Kom dè[n°
14 M2 : [nā nā:↑ (.) èKshɔ Koto
15 héidè Kou
16 SW1 : hè:↑ (0.4)
17 M2 : èKshɔ āshi TèKā Koirè [(.) p]orshu din o=
18 SW1 : [nā nā]
19 M2 : =niḡi (.) Kotā Koio nā
20 SW1 : cḡāynāDā °niḡén°
21 M2 : Nā (0.5)
22 SW1 : ḡāuth āpfriKār Dā Kéu dité ārbé nā ()
23 M2 : éidè ḡāuth āpfriKār nā=
24 SW1 : =éidè orḡināl ḡāuth āpfriKār nāilé dām nāi
25 M2 : Hm: (.) āi ié èKshɔ āshi rāikho
26 SW1 : Nā

- 27 M2 : nobboi rākhbā ār Kunu Kotā koio nā
- 28 SW1 : Nā: duisho dōsh (.) duisho bish bécçi
- 29 duisho dōsh (0.4)
- 30 M2 : oi Kotā koio nā
- 31 SW1 : duisho dōsh
- 32 M2 : èKéré rāunD phigār °ār Kunu Kotā Koibā nā°
- (1)
- 33 èrporè Kotā Koilè khobor āçè (3)
- ((selecting some of the apples that are better in quality))
- 34 M2 : olpo niyè ġāi nè
- ((asks M1))
- 35 M1 : hm:
- 36 SW1 : èK Kéġi nèn (0.4)
- 37 M1 : cçāirdè Kotō TuK oy dèho t[o]
- 38 SW1 : [è]K Kéġi nèn
- (0.5)
- 39 M1 : nā nā āmār āpél āçé shésh oy nāi èhono
- 40 (0.3)
- 41 SW1 : èi: tinDè uthçé
- 42 M2 : cçāirdè nimu nā tinDè ((to M1))
- 43 M1 : °cçāirDè e nèu° (0.2)
- 44 M2 : ārékTā dèu (1)
- 45 èh:: ui bāshi Koirè khāi nè to oiguli
- 46 tāilé poicçè ġāibo gā (7)
- ((SW1 is packing four apples in a polythene bag))
- 47 M2 : Kotō oiçé
- 48 SW1 : èKsho pocçish TèKā (.6)
- ((SW1 hands over the fruit bag to M2))
- 49 M2 : pāçTāy KotōTuK uTé
- 50 cçoysho (3.5)

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51      éiǵé nèu (3.2)
          ((hands over the money))
52      èKsho (1)
53      Koto (5.8)
54      tumi āshi TèKā dèu āmi paç TèKā ditāçi (2)
55      èi nèu paç TèKā
          ((SW1 returns the change. M1 and M2 leaves
          the shop.))

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SELLING/BUYING OF FRUITS (APPLES) IS OVER

Transcription of GGS 2 – At a Fruit (Banana) Shop

56 M2 : éguli Kóbé khāoā ǵāibo
57 SW2 : KāilKè (3)
((pointing finger to a hand of bananas))
58 M2 : () (2)
59 M2 : éguli mishTi oibo (1)
60 SW2 : Kólā mishTi oibo (2.5)
61 M2 : éguli ābār ɕuTɔ (.)
62 Kɔtɔ (0.3)
63 SW2 : nobboi TèKā (.)
64 M2 : ↑Hrr:: éguli nobboi nè >tumi āmāre<
65 uidinkè shottur TèKā Dɔǵɔn Koiɕilè (0.5)
66 SW2 : proitdin Ki ār èk réT th[āké] [āmār=
67 M2 : [hmm:] ei [ɕuTɔ
68 ɕuTɔ]
69 SW2 : =shot]tur TèKā Kināi nè (1)
70 M2 : ↑Hè (0.7)
71 SW2 : āmi shottur é toh Ki[ni nāi]
72 M2 : [shottu]r i rākho
73 SW2 : nā shottur é oy nā

- 74 M2 : oy nā↑ oidin déhi rākhçɔ
 75 SW2 : proitdin Ki ār èk réT °thāKè n[iKi]°
 76 M2 : [mm:] (.)
 77 SW2 : uidin Kɔm Kinā çilo (1.3)
 78 M2 : hɔ:: (1.4)
 79 dèugā
 80 (hh) \$Shɔbshɔmɔy shottur i rākhɔ tumi\$
 (0.5)
 81 SW2 : ékhɔn (.) èr chè bèshi Kinā poirā ɕāy èmnè
 82 rākhā ɕāy nā
 83 M2 : Mm:↑
 84 SW2 : shɔb kɔlār dām béshi shɔb kɔlār (.) shɔb
 85 Jin[ishér d]ām béshi
 86 M2 : [thikāçé] (1.3)
 87 ār éguli Kɔɔ Koirè (0.3) hāli (1.5)
 88 SW2 : poytirish TèKā hāli (.) égulā āçé tirish
 89 TèKā hāli (0.4)
 90 M2 : éiDè ki (0.3) éidè iér nā (.) Tāṅāil nè
 (.3)
 91 SW2 : hè
 92 M2 : Tāṅāilér guli èɔ Kè (1) KhāTā (2)
 93 tāilè uiDè dèu (1.8)
 94 Ki: (2.5)
 95 SW2 : shottur rākhā ɕāy nā (0.6)
 96 M2 : pɔççāttur rāikho tāilè
 97 SW2 : nā āshi TéKā rākhā ɕāibo laçT (13)
 ((SW2 hands over the hand of bananas to M2
 and M2 pays the money))
 98 M2 : ɕé ççiKɔn roshi çirā ɕāibo nāto (2.5)
 99 Kārɔn éi Kɔla Kintu Bā:r (1)
 100 SW2 : ()
 101 M2 : tai (7)

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102          (édè) oiDè kintu mishTi oiçé éiDè mishTi
103          oibo toh (.3)
104  SW2      : émné shɔb Kɔlāi mishTi
              ((M2 leaves the shop))

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SELLING/BUYING OF FRUITS (BANANAS) IS OVER

Transcription of GGS 3 – At a Vegetable Shop

105	M2	: è:i shoḡinā Koto Koirè réh:† (0.5)
		((observing the quality horse radishes and rest of the vegetables))
106	SW3	: shoḡinā āshi TèKā (0.3)
107	M2	: èi èhon èto dām niKi èhon Komçé nā
108	SW3	: () (7)
109	M2	: Kom Koto
110	SW3	: shoḡinā āshi TèKā dèn (.)
111	M2	: shāiT TèKā oibo
112	SW3	: nā
113	M2	: tāilé kèmné (2) āmi uidin shāiT TèKā niyè
114		gèlām (12)
115	SW3	: Ki dimu (1)
116	M2	: bhinDi (.) bhinDi (.7)
117		Koto Koirè (0.5)
118	SW3	: poncçāsh TèKā dèn
119	M2	: nā cçollish rākho (1.5)
120		éi çuTo çuTo déikhè bhèn[Di](.) éiḡé=
121	SW3	: [hè:]
122	M2	: =éiroKom déikhè dèn
123	SW3	: nèn cshubidhè nāi (0.8)
124		>māḡé māḡé< çuTo gulā moné oy (phoriḡ)
125		ābātti

- 126 M2 : tāi niKi
 127 SW3 : ↑Hè::↓
 128 M2 : éguli āpnārā buḡén balo éKTu déikhā dèn
 (0.4)
 129 āmi uidin niyè boKā khāiçi (0.3) Koy tumi
 130 : shobḡi c[çin]o nā bhénDi éguli cçino [nā]
 131 SW3 : [nén] [èD]i
 132 nèn ègulā pōrkhā lāgbo nā
 (58)
 ((M2 pick some of the vegetables and hands
 it over to SW3 for packing it))
 133 M2 : èi nèu (3.2) ādā Kéḡi oiyā gèçé (15)
 134 SW3 : èiḡé (2.5) ārKi (2)
 ((SW3 hands over the goods to M2))
 135 M2 : shāiḡnè (.) shoḡnā toh dilā nā (1.5)
 136 āmi (0.5) dui din āgéō shāiT TèKā Koirè
 137 niçi (.) diné diné Ki bāré niKi
 138 SW3 : Shottur TèKā shottur TèKāi KāilKè ()
 (22)
 139 M2 : èiḡé (7)
 ((M2 pays the money))
 140 ShāiT TèKā oilé pōnchāsh rākhtā (.)
 141 tirish ār bish
 ((SW3 gives the change to the M2 and M2
 leaves the shop))

SELLING/BUYING OF VEGETABLES IS OVER

Transcription of GGS 4 – At a Vegetable Shop

- 142 M2 : ↑ā::i (.) bégun Koto koirè
 143 SW4 : bégun āshi TèKā

- 144 M2 : āmār ligā Koto (0.3) shāit TèKā
 145 SW4 : āshi
 146 M2 : ā::↑
 147 SW4 : āshi (2) èKdām çār èidè ()
 148 M2 : ā::↑ (4)
 ((checking the quality of the eggplants))
 149 M2 : èto béguni khāy māinshé (3)
 150 dām ār Komé nā (1.5)
 151 got (.) goto ruḡāy toh èto bāré nāi (2)
 152 cçiKōn cçiKōn bégun nibār Koiçé āmāré
 (1.5)
 153 shob muTā muTā (4.5)
 154 tinDè dèu déhi KotoTuK oy (12)
 ((M2 hands over three eggplants SW4 to weigh
 them and starts checking the quality of
 pointed gourds))
 155 M2 : poTol Koto Koirè
 156 SW4 : poTol shāiT (1.5)
 157 M2 : Kom Koto tāi Kou (0.6) poTol èto khāy nā
 158 SW4 : shāiT i pāri shāiT (2.5)
 159 M2 : hm: (2.5)
 160 ponchāsh rāikho (1)
 161 SW4 : ↑Nā::↓ (.) id ér poré āiyén āmār kāçé
 162 (éi[Dè])
 163 M2 : [éhāné K]o K (.) koy grām oiçé (2)
 164 SW4 : éhéné duisho shāiT thèyā birāshi (1.5)
 165 éKush
 166 M2 : Koto oilo
 167 SW4 : éKush (2)
 168 M2 : èidé Ki bālo oibo
 ((asks about the quality of pointed gourds))
 169 SW4 : èK ér mā:l

- 170 M2 : \$èK ér māl\$ (2)
- 171 dārāu èKTu (0.5) kocçi déikhè nèu (2.5)
 ((SW4 is picking some pointed gourds for M2
 and packing them))
- 172 M2 : duidèr moiddé dilé Ki oito
- 173 SW4 : éidā shomossā nāi
- 174 M2 : ā::↑
- 175 SW4 : thiK āçé (2)
- 176 M2 : hāph kéçgi buçbā Kèmné (1)
- 177 SW4 : éiçé dèkhén (0.5)
- 178 M2 : Kocçi déikhè dé dihi (2)
- 179 èhéKTā āçé bicçi oy nāi oguli nè (1)
- 180 bātti oilé moçā lāgé nā (6)
- 181 hè hāph Kéçgi (.) hāph Kéçgi éiDā hè (9)
- 182 Koto oilo (1)
- 183 SW4 : èKānno (4.5)
- 184 M2 : \$bāir Koirè rākhçi èiDè\$ (4)
 ((M2 pays the money))
- 185 M2 : éiçāgāy dèu déhi dhuKāy
 ((as per M2's request, SW4 puts the plastic
 bag of vegetables inside a larger bag that
 M2 was carrying))

SELLING/BUYING OF VEGETABLES IS OVER

Transcription of GGS 5 – At a Fruit (Banana) Shop

- 186 M3 : əDā iKTu bāir korbén māmā (2.5)
 ((M3 was observing the hands of bananas and
 asks SW5 to hand him over one of the hands
 of bananas for checking their quality))
- 187 M3 : koto éiDā (.) phānā (4.5)

- 188 SW5 : èKsho poncçāsh (0.2)
- 189 M3 : èto Kæ (1)
- 190 SW5 : shobri Kōlā égulā èKsho bish TèKā Doḡon
- 191 (.) duiTār Doḡon [shā]
- 192 M3 : [éhā]né KoyDā āçé
- 193 SW5 : tinDā béshi (0.8)
- 194 M3 : èKsho bish TèKā rākhén
- 195 SW5 : nā (.) āshār dām i èKsho bish
- 196 M3 : tirish TèKā rākhén
- 197 SW5 : nā (3.5)
- 198 M3 : tirish TèKā rākhlé nimu (5)
- ((M3 was walking away from the shop and SW5 calls from his behind and says that the last price he can offer is one hundred and forty.))
- 199 SW3 : èKsho cçollishé oilé niyā ḡān (22)
- ((M3 goes back to the shop and starts taking out the money while the SW5 was packing the hand of bananas in a polythene bag))
- 200 M3 : éiḡè
- ((M3 pays the money and SW5 hands the bag to M3. Subsequently, M3 leaves the shop))

SELLING/BUYING OF VEGETABLES IS OVER

Transcription of GGS 6 – At a Vegetable Shop

- 201 M3 : pépé Koto Koirā
- 202 SW6 : pépé chollish (0.9) ār Ki
- 203 M3 : déiKkhā dibén
- 204 SW6 : ār Ki dimu
- 205 M3 : bālō déiKKhā dibén

206 SW6 : hɔ dimu (.) ār Ki=
 207 M3 : =shādā bégun āçé
 208 SW6 : hɔ āçé
 209 M3 : shādā bégun dibén (.) èK Kéji > shādā
 210 bégun< Kɔtɔ Koirā
 211 SW6 : bégun āshi TèKā
 212 M3 : kɔtɔ éiDā
 213 SW6 : āshi (.) oilé èK kéŋ[i:]
 214 M3 : [éh]: āshi Jibonéo nā
 215 ponchash TèKā rākhbén (1.8)
 216 ponchash TèKā (1.2)
 217 ponchash TèKā oilé nimu
 ((meanwhile, SW6 was talking to another
 customer and suddenly comes back to M3 to
 make a deal))
 218 SW6 : Hɔ: (0.5) bégun shɔb thuyæ (1.8)
 219 dibo:
 220 M3 : ponchash dibén
 221 SW6 : ponchash TèKār bégun āçé niKi èhon
 222 M3 : shāiT TèKā dibén tāilé
 223 SW6 : āpnér ligā èKdām shottur TèKā rāum éi dāmé
 224 bécçi nā ()
 225 M3 : ShāiT TèKā oilé dèn
 226 SW6 : èkdām shottur (1)
 227 dimu (0.5)
 228 M3 : dèn
 229 SW6 : éi tir bégun dé (0.5)
 ((SW6 asks H1 to pack the eggplants))
 230 SW6 : ār ki (2)
 231 M3 : pépé diben (.) pépé béshi rākhtāçén
 232 SW6 : ār ki
 233 M3 : dui kéji pépé↑

- 234 SW6 : bɔrboTi
- 235 M3 : Shādā bégun nisi (1)
((M3 was going over his list of items to buy))
- 236 M3 : ɕim āçé
- 237 SW6 : ho ɕim āçé(4)
- 238 SW6 : èk kéɕi
- 239 M3 : ādā kéɕi
- 240 SW6 : éi ādā kéɕi ɕim dé (4)
((asks H1 to pack the beans))
- 241 M3 : mistTi Kumrā āçé
- 242 SW6 : éi Kāççā āçé pāKā āçé kunDā dimu (3.5)
- 243 M3 : bēshi bɔɔ nā miDiām ɕāiɕ èr dibén (.)
- 244 mishTi Kumrā Kɔɔ (5)
- 245 SW6 : hère éiDā diyā dé éiDā miDiām ɕāiɕ (.)
((asks H1 to pack the medium sized pumpkin))
- 246 M3 : bālɔ oibo
- 247 SW6 : ho èKKébāré phul ()
- 248 M3 : Kɔɔ
- 249 SW6 : iDā āshi TèKā (7)
- 250 M3 : èkTa miniT (4)
- 251 pépé diçén (1)
- 252 SW6 : dui kéɕi
- 253 M3 : bālɔ déiKKhā dibén (31)
((M3 responded to a phone call and talked for about 28 seconds))
- 254 M3 : Kɔɔ
- 255 SW3 : ār Ki
- 256 M3 : nā (16)
((H1 hands over the packet of vegetables to M3))
- 257 M3 : āréKTā polithin é dèn éiDā ɕudi ɕchirā

- 258 mirā ḡāy
 259 SW6 : thiK ācé
 260 M3 : dèn āréKTā
 261 SW6 : dibo: dibo (4)
 ((H1 repackages the vegetables with two
 layers of Polythene and hands it over to M3.
 Subsequently, the customer hands over the
 money to H1))
 262 M3 : bēshi rākhbén nā (1.2)
 263 Kōm rākhlé āmi āhum (4)
 264 H1 : duisho shāiT TèKā rākhçi
 265 M3 : duisho TèKā rākhén (4)
 266 kōm rākhén māmā: (8)
 267 H1 : boro bāi (25)
 ((H1 hands over the change to M3))
 268 M3 : koto dilén (6)
 269 M3 : éi (.) Kōm rākhén
 ((H1 hands over another ten taka note and M3
 and M3 leaves the shop carrying the
 vegetables))

SELLING/BUYING OF VEGETABLES IS OVER

Transcription of GGS 7 – At a Vegetable Shop

- 270 M3 : gājor Koto Koirā
 271 SW7 : gājor oilo chollish (5.5)
 ((M3 checks the quality of the carrots))
 272 M3 : Kōm rākhén
 273 SW7 : nā dādā dām bārçé ækhon (.) āmrā toh
 274 bēshi >rākhi nē< tirish TāKār gājor Kināi
 275 M3 : balo déiKkhā dèn

- 276 SW7 : dui kéŋi nā (0.4)
 277 M3 : èK Kéji èK Kéji (.) èK Kéji dèn (5.3)
 278 morich ɕāl oibo (1)
 279 SW7 : >hæ hæ< (1)
 280 M3 : moriç diyén (2)
 281 SW7 : ékshɔ dibo nā (3.5)
 282 M3 : hɔ (0.4)
 283 †moriç diyén Nā::↓ (.) moriç diyén nā lébu
 284 dèn (3)
 ((SW7 laughs and unpacks the green chilies))
 285 M3 : lébu Kɔto (3)
 286 Hæ:†
 287 SW7 : lébu shāiT (6.5)
 288 M3 : Kɔm rākhén [(.) āshi] Tākā di[mu]
 289 SW7 : [éiɕé lon] [éi]ɕé lon
 (2)
 ((SW7 hands over the vegetables to M3))
 290 SW7 : āpnə Ténshɔn Koirén nā bāi (1.5)
 291 lébu èKTāi bish TèKā piç (2) Kāorān bāɕāré
 292 bèché (.) āmrā bāɕāré béchi tāo èhɔn kɔm
 293 āçe (3.5)
 294 tingun dām bēshi shɔb kiçu té (1.5)
 295 Kintu manushér inKām nāi (7.5)
 ((M3 gives money to SW7))
 296 M3 : āshi
 297 SW7 : āicchā
 ((M3 leaves the shop))

SELLING/BUYING OF VEGETABLES IS OVER

Transcription of GGS 8 – At a Fruit (Banana) Shop

- 298 F1 : Ki Kolā éiTā
((checking the quality of a hand of
bananas))
- 299 SW8 : Kolā shobri chāmpā bāṅlā KunDā nibén
(4.6)
- 300 F1 : Dojon koto (0.8)
- 301 SW8 : éguli doḡoon èKsho bish TèKā (1.2)
- 302 F1 : tārpore (1)
- 303 SW8 : tārpore Kom ditén Killigā (1)
- 304 : ār KoyDā āçé
- 305 F1 : béshi ditām Killigā
- 306 SW8 : béshi rāhi nā (.) béshi rāhi KāçTomārér
- 307 : kāç thikə
- 308 F1 : dosh TèKā Koirā shobri béç[té]çén [tār]=
- 309 SW8 : [ek] (.)[dui]
- 310 F1 : =moddé jomoḡ duiTā
- 311 SW8 : āmi āpnār dèkhtāçi ḡomoḡ èKTā dhorçé (.)
- 312 : éiḡé (.) èK (.) dui (.) èiḡé èidā bā:d (.)
- 313 : tin āli èKTār dām dèn shāré tin āli Kolā
- 314 : āçé (.) èK (.) dui (.) tin shāré tin āli
- 315 : āçé āpnè tin āli èKTār dām dèn (.)
- 316 : éiDā b:ād (.) thiKāçé (.) nèn (0.4)
- 317 : tèreDā èKsho bish TèKā dèn (9.50)
- 318 F1 : éiDāo toh ordèK bāṅā
- 319 SW8 : kunDā (2)
- 320 : HH ā(hh)i \$haay\$
- 321 F1 : Nā Nā i rākhén ār dosh TāKā k[om rākhén]
- 322 SW8 : [duiDè b:ā]d
- 323 : duiDā bā:d i diçi ḡéiDā bād [oi bād i]
- 324 F1 : [èKsho do]sh
- 325 : rākhèn
- 326 SW8 : nā āpā

- 327 F1 : bēshi Kōmāi nāi to
- 328 SW8 : āmi shobri Kōlār dām cçāi nā
- 329 èKsho bish TèKā doḡon bècç tāçi
- 330 āpnér Kāçé doḡ TèKā Kōm rākhtāçi (4)
- 331 Kārōn shobri kōlār dām Kōme nā (7)
- 332 éiḡé èKsho bish TèKā Dāo to āmār ()
- 333 éiḡé èKTā bād gèçé (.) éi bād guli
- 334 āmāré toh (.) guinné diçé (13)
- ((SW8 hand over a hand of banana to F1))
- 335 F1 : éiDār bæg nāi (0.4)
- 336 SW8 : āçé (1)
- ((SW8 starts packing the bananas in a plastic bag))
- 337 : āmrā toh āpnāḡoré guinnā Kōm dité pāri
- 338 : nā Kintu bÉTārā āmgoré Kōm dèy (1)
- 339 : Kārōn èto Kōlā toh guinnā ā[nā shombho]b=
- 340 F1 : [guinnā ānā]
- 341 shombhob nā
- 342 SW8 : =shombhob nā
- 343 hoTāt Koirā Kuno dīn guni (0.3) oi tāilé
- 344 toh doḡh āli pācç āli nāi (2)
- 345 èto dāmer ḡinish (.) doḡh āli Kōla Kōm
- 346 dèy ḡudi Koto TèKā jay (1)
- 347 F1 : hm::
- ((F1 makes the payment))
- 348 SW8 : duisho TèKāi dorèn (1.5) phālāy cçārāy
- 349 oiléo duisho TèKā
- ((SW8 hands the bananas over to the F1))
- 350 F1 : ācchā dhonnobād
- 351 SW8 : āicçā
- ((F1 leaves the shop))

SELLING/BUYING OF FRUITS (BANANAS) IS OVER

Transcription of GGS 9 – At a Fruit (Orange) Shop

- 352 M1 : Kɔmlā bāl lāgçé āgé
- 353 F1 : āmrā Ki niyé ɕābo
 ((SW9 was not present in the shop. He was conversing with someone in one of the grocery shops, which was two shops away from his shop. The moment SW9 saw F1 and M1 in his shop, he arrived.))
- 354 F1 : éiDā bālɔ
 ((F1 observing the quality of the oranges))
- 355 M1 : bāi éiDā khulā duKān niKi (1) tèkā diyā
- 356 : choillā ɕāmu (1)
 ((M1 mocks SW9 while he was walking back towards his shop))
- 357 SW9 : nèn bhāi
- 358 M1 : oh(hhh) ācc(h)hā(h)
- 359 F1 : Kɔto éiDā koto koré
- 360 SW9 : éiDā duishɔ TèKā (1.5)
- 361 F1 : tārpɔré:↑ (1.5)
- 362 SW9 : tārpɔré nibén (1.4)
- 363 M1 : hhhhhhh hhh[hh]
- 364 F1 : [tā]rpɔré niyā dè(hh)rshɔ TèKā
- 365 : diyā choilā ɕāmu (0.5)
- 366 : Kɔto rākhbén vāi bɔlén
- 367 SW9 : Kɔm pārā ɕāy nā (.) dɔsh TèKā niyén
- 368 F1 : shottur koiré rākhén (1.5)
- 369 SW9 : èKshɔ nobboi TèKā dèn (1)
- 370 : ér Kɔmé pārā ɕāy nā

- 371 F1 : shottur koirā rākhbén (.) èKsho shottur
 372 SW9 : nā
 373 M1 : āicçā ɕān āpnār Kotāo nā āmāɕo Kotāo nā
 374 : èKsho bā:ttur TèKā rākhén (.) thikāçé
 375 SW9 : n(hh)ā tāilé toh ɔy nā
 376 F1 : ↑nā bhāi Komlā èhon èto dām niKi Komlār
 377 SW9 : Komlār ɕiɕen i nāi (2.5)
 378 F1 : Ki::↑ shottur hobé nā
 379 : pochāttur
 380 M1 : cçiyāttur
 381 : shāré cçiyāttur
 382 F1 : āicchā āshi āshi
 383 M1 : >āréh nā< āréh diyā dibo (.) dé né (17)
 ((F1 selects a few oranges which SW9 takes
 from her and starts packing them in a
 plastic bag))
 384 M1 : bāi koyék din āgé nā pōncçāsh āçilo
 385 SW9 : duisho TèKā kéɕi i açé (2)
 386 M1 : āmi toh niçio pōncçāsh diyā (1)
 387 : cçāir nā pācç din āgé (6)
 388 F1 : èK Kéɕi Kintu (0.3) dèkhén toh
 ((SW9 weighs the oranges in an electronic
 weighing machine. After being ensured that
 it weighs one kg, SW9 hands the goods over
 to F1 and F1 pays for it. Subsequently, F1
 and M1 leaves the shop))

SELLING/BUYING OF FRUITS (ORANGES) IS OVER

Transcription of GGS 10 – At a Vegetable Shop

- 389 F1 : māmā gājor Koto Koré (8)

390 māmā:↑ gājor Koto Koré (5)
((SW10 is busy in bargaining with another
customer))

391 Koto

392 SW10 : Ki:↑

393 F1 : gājor

394 SW10 : gājor shāiT (1)

395 F1 : Ki Ko:n (2.5)

396 poytāllich shāmné cçāilām (.) Kom ér ligā

397 bhitore āilām āpné kon shāiT (9)
((F1 starts walking away from the shop and
SW10 call her from behind with a new offer.
F1 walks back to the shop))

398 SW10 : poncçāsh TèKāy niyā ḡān āpā: (6)

399 F1 : nā māmā poytāllich i nibo (30)

400 èK Kèḡi dèn (7)

401 SW10 : èK kèḡi dui āli éhiné uthché (5)

402 F1 : é Ki èto bhuTKā bhuTKā Kèn

403 SW10 : édā bālā

404 F1 : bālā nā: éiDā bācchār jonno éiDā [i oibo=

405 SW10 : [éiDā sh

406 shéi roKo]m éiDār moton gājor ār oy ni

407 F1 : =nā golbo] nā (2.5)

408 ho oiagé bājāiā tāo iKTu kom

409 SW10 : ho éKTu kom oiçé (5)
((SW10 packs the carrots in a polythene and
hands it over to F1))

410 SW10 : ār Ki: (6)

411 ār Ki āpā
((F1 makes the payment))

412 SW10 : āpā: bāṅTi dèn nā amāré

413 F1 : nāi toh

- 414 SW10 : bāṅTi nāi bāṅTi shèsh (.)
 415 bāṅTir cṇēhārāi nāi āpnār ānté āntéi dōsh
 416 bārō ḡoné shèsh (4)
 ((F1 starts searching for change in her
 purse as SW10 cannot provide her with the
 change. Simultaneously, F1 keeps on asking
 and bargaining for other products.))
- 417 F1 : éi chāl Kumrā koto (1)
 418 SW10 : shāiT TèKā
 419 F1 : Hā::↑ (1)
 420 SW10 : Shā:iT (1.5)
 421 F1 : ḡā Komu tāi shōb béshi (6)
 422 F1 : pācṇ TèKā dèn māmā (1) pācṇ TèKā dèn
 ((after SW10 returns the change, F1 leaves
 the shop))

SELLING/BUYING OF CARROTS IS OVER

Transcription of GS 1 – At a Grocery Shop

- 423 M2 : ↑è::i (.) gurā dudh dāo (21)
 ((H2 was closing a deal with another
 customer))
- 424 H2 : >Ki Ki āṅkél< bolén.(.6)
 ((H2 opens a notepad to list the products))
- 425 M2 : éiḡé gurā dudh↑ (1)
 (((pointing his forefinger to the pile of
 milk packets stored at the front counter))
- 426 ā::↑
 427 gurā dudh↓ (.5) ā:::
 428 H2 : [Diploma: (.3)
 429 M2 : nā nā oi āmi (.) ḡéDā néi.(.3)

- 430 H2 : grin lénD nāi↓ phārm phrésh nité oibo.(.)
- 431 M2 : phārm phrésh=
- 432 H2 : =hm:↓=
- 433 M2 : =éiDā bhālɔ:=
- 434 H2 : °hè° (.)
- 435 M2 : Kɔto Koirè éiDè (.)
- 436 H2 : choysho tirish Tèkā kéji: (.)
- 437 M2 : ār oiDè↑ grin lènd (.)
- 438 H2 : grin lénD pāçsho āshi Tèkā kéji: (.) nāi
- 439 M2 : °uiDè° (.6) èKdom ↑nāi
- 440 H2 : >nāi< (1)
- 441 M2 : >tāilé kémun oibo< (.)
- 442 Māne tumār marKÉTéi nāi niKi (.4)
- 443 H2 : °hɔ markéTə nāi°
- 444 M2 : ɔnnɔ du[kā] (.3)
- 445 H2 : [()]
- 446 M2 : ɔnnɔ duKāné pāoā ġāibonā:
- 447 H2 : çār āmrā Dilār nā: āmrā ġāni toh (.)
- 448 M2 : Hm::↑ (1)
- 449 H2 : °āmrā Dilār° nā (1.3)
- 450 : ār Ki fārm phrésh éK Keġi ā:r↑ (0.8)
- 451 M2 : >fām phrésh èk kéji< Kɔto (.)
- 452 H2 : choysho tirish (.5)
- 453 M2 : <choysho> °tirish° ār i: Kɔto oi Diplomā↑
(0.5)
- 454 H2 : choysho no:

((H2 looks at SW11. SW11 was indulged in a deep quarrel with one of his suppliers and suddenly enters the shop carrying an angry look in his face. M2 was also moved by his sudden entrance into the shop))

- 455 H2 : kəiçé
 ((H2 asks SW11 about the matter. However, SW11 does not responds to him.))
 Shāré shātsho TèKā
 ((H2 replies to M2))
- 456 M2 : ār i:: èiçé (.4) Diplomār hāph Kéçgi
 āçé.(.5)
- 457 H2 : Diplomā hāph Kéçgi āçé↑ (.3)
- 458 M2 : dèu uiDə dèu (.7)
- 459 H2 : èKTā:
- 460 M2 : >hè hə< èKTā (5) () (.4)
- 461 H2 : aa::↑ (1)
- 462 M2 : nā éguli toh āçé (.6) Oidin niyā géçi
 >uiDə dèu uiDə dèu< (.)
 ((M2 was going over his list of items to purchase))
- 463 H2 : èKTāi. (.3)
- 464 M2 : Hè=
- 465 H2 : =éi Diplomār hāph Kéçgi diyā diyén (.7)
 tinsho: pɔ:nchāsh(.9)
 ((H2 asks SW11 to close the deal with M2 and moves to the other side of the shop to attend other customers))
- 466 SW11 : >↑āréh tui Diplomā dili Kè↓ (.)
 çārrè phārm phrésh dèu nā Kèno:↑
 >èkçāgāy āçié<
 (ā Tā) Diplomār tho:né bālɔ(.)
 ((SW11 rebukes H2 for offering M2 Diploma instead of Farm Fresh milk powder by giving an enragèd look at him. SW11 picks up a half kg. packet of Farm Fresh milk and slams it on the front counter in front of M2))

- 467 M2 : Hè:↑ (.) éiDā bhāl[ɔ] ((to the seller 2))
- 468 SW11 : [Ké] Koiçe nibo nā çārè
bəDā tui āndājé Kɔ:ç (0.9)
- 469 H2 : āmi toh èk Kéḡi dité loiçilām
- 470 M2 : āmi: (.) hā[:↓]
- 471 SW11 : [hā]: èK Kéḡir Dā lāgbo çārèr
tāilé (.3)
[èk] Kéḡir Dā lo:n
- 472 M2 : [h:] èK Kéḡi Kɔɔ
- 473 SW11 : èK Kéḡir Dè:: choy[sh]
- 474 M2 : [ām]ār ligè Kɔɔ
- 475 SW11 : choyshɔ: ponchāsh TèKā dèn dām ér thikā
āɔ bēshi nobboi TèKā dām (.6)
- 476 M2 : choyshɔ:↑
- 477 SW11 : khucçrā dām choyshɔ nobboi āpni choyshɔ:
ponchāsh TèKā dèn=
- 478 M2 : =ār oiDè āhé nā kén uiḡé āréKTā ḡé=
- 479 SW11 : =oiTā āshbé shigroi (.4)
- 480 M2 : hè::↑ (.5)
- 481 SW11 : uidāroo: (1.3) (oi) māl chāhidā onuḡāi
ékTu bēshi çél hoiā gèçé gā éi ḡoinno
shomosshay poirā gèçé gā (1.3)
- 482 M2 : tāilé dām èɔ Diffārénç Kè (.)
- 483 SW11 : éiDā toh Diplomār KuāliTir dudh
- 484 M2 : tā[i]
- 485 SW11 : [D]iplomār thoné bālo korçé notun āiçé nā
èrā
- 486 M2 : tāi (4)
- 487 éiDāi néi (1.4)
- 488 DÉT TÉT āçé niki (3)
- 489 èk kéḡi é nimu ho (2.5)
- 490 M1 : èk tin téish (1.7)

- 491 M2 : éiǵé dām Dā rākhɔ (.7)
 ((M2 hands over the money to SW11))
- 492 SW11 : èi: grinlènD èr iə hèçkā Tān diçé buǵççén
 493 kɔ:ydināgè(.4)
 494 èiDā khāilè buǵbén (3.2)
 495 buǵççén nā buǵhi
 496 >↑è bəDā ↑èi< cçoyshɔ: pɔ:ncçāsh rākh.
 (2.5)
- 497 M2 : éi ↑tārātāri↓ ↑tārātāri↓ (.6)
 āmār āiǵkè tɔr māy bæg dèy nāi kè
- 498 M1 : ālādā bægé néi (7)
- 499 M2 : ↑tārātāri↓ ↑tārātāri↓ ↑éi Koi↓(4)
 ((SW11 returns the change to M2))
- 500 SW11 : çaré ābār khuijjā nibén éiDā
- 501 M2 : k[i:] tāi (.) tāilé toh éiDāi=
- 502 SW11 : [bā]lɔ: prodāKT
- 503 M2 : =khāmu: (12)
- 504 phām phrēsh (.) mɔné rākhiç toh (1.5)
- 505 M1 : kiçu āç[é
- 506 M2 : [↑èi ékTā polithin dèn toh (1)
 507 oi dhɔ:rāǵāy èrɔKɔm polithin nāi (1.8)
 508 èK dhɔrɔnér polithin āçé nā ǵéiDā dhɔ:rā
 509 ǵāy. (6)
 510 ↑ā::iǵé↓ (1.7) guD (6)
- 511 M1 : éiDā téi ɔnék kiçu nèoā ǵāibo
 ((M2 puts the milk packet inside the
 polythene bag and M2 and M1 leaves the
 shop))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 2 – At a Grocery Shop

- 512 M2 : éi moshuri déshi Dā ācé niKi
 513 SW12 : hè (1.5)
 514 M2 : bālɔ toh
 ((checking the quality of the lentils))
 515 SW12 : éiDā èK nāmbār purā (.) dui Kèḡi
 516 M2 : Hɔ
 517 SW12 : éiDā èK nāmbār āpnār ār dèkhté oibo nā
 518 M2 : oi èK i (.) Ki bolé ḡāni (.) Kəŋgāru nā to
 519 ābār
 520 SW12 : nā nā déshi ɔrḡināl Dā
 521 M2 : dé dé éiDā èK Kèḡi dé ār mug bālɔ KunDā
 522 éiDè toh cḡèhārāi fæKāshé
 523 SW12 : cḡèhārār notun māl āiçé
 524 M2 : éiDè notun (.) éiDè toh inDièn dāil
 525 SW12 : nā nā inDiān ācé shāmné
 526 M2 : shunāmug toh shundɔr thāKé
 527 SW12 : shunā mug i éiDā (2)
 528 M2 : éi (1) dui nombɔr Dā (2)
 529 SW12 : èKdɔm i nā (.) ṡulTā bālTā béschi Konṡ
 530 M2 : tumār éhin thikæ āmi niçi āréK din thāKé
 531 nā shunāmug niçi eKbār (.) oiDè oilo déshi
 532 SW12 : oiDè āro Koydin pɔré āibo
 533 M2 : Koi Kobé (.) Kɔɔ din pɔré (1)
 534 SW12 : èk dèr māsh
 535 M2 : thiK açé tāilé déhum ni (1)
 536 SW12 : tohɔn pācḡ Kèḡi diyā dimu ni (3)
 537 M2 : dèr māsh (0.5) dèr māsh (2)
 538 SW12 : hɔ
 539 M2 : déhum ni (2)
 540 SW12 : éidè shudu rāḡshāhir eKTā ḡāygāy ɔy

- 541 M2 : tɔɾa oi bādām Kɔɬɔ Koirè bècçoç (.) Kāth
 542 bādām
 543 SW12 : Kāth bādām shātshɔ TèKā bécçi
 544 M2 : āmi nè ér āgé cçoɣshɔ nilèm
 545 SW12 : Şoidè āgér kotā bāiŞ (1)
 546 ér poré ābār āshɬɔshɔ oibo
 547 M2 : āɾ oiDè Kɔɬɔ oiğé (.) bhāğā Kāğɔ
 548 SW12 : bāğā Kāğɔ oilo èK hāğār (0.4) noɣshɔ
 549 pɔncçāsh TèKā (4)
 550 élomélo réT nāi kuno
 551 shɔɾbɔ nimnɔ ġéiDā oiDāi
 552 M2 : oiDè shāré cçoɣshɔ rākho (1.5)
 553 SW12 : Kɔɬɔ
 554 M2 : shāré cçoɣshɔ
 555 SW12 : Kintéo pāri nā (2)
 556 M2 : e:h (.) émun bāb dèhāitāçé ġé[mu]n puné=
 557 SW12 : [nā]
 558 M2 : =shātshɔ Kinè shātshɔ bècço
 559 SW12 : āpni çilip dèkh[bén]
 560 M2 : [déh]i bādām Dā kémun
 ((M2 checking the quality of the almonds))
 561 SW12 : biKāz āmi ġé dām cçāiçi
 562 M2 : éi éiDè Ki pɔcça mɔcça nihi
 563 SW12 : notun
 564 M2 : éiDè ārāishɔ grām dé āmi khāiā déhi (1)
 565 oi uiDè thoç kè ābār (8)
 ((SW12 opens a new intact pack of almonds))
 566 M2 : shorirér ligè ābār éiDè bālo
 567 M1 : hm: (4)
 568 SW12 : ādā Kéğɔ diyā déi
 569 M2 : hm
 570 SW12 : ādā Kéğɔ (2)

- 571 éi dām é ār pāibén nā (.) poré ābār
 572 M2 : dé dé dé (1) shɔK ɖɔhɔn Kɔrɔɔɔ dé (10)
 573 niɔ diyā bālɔ toh ābār
 574 SW12 : shɔb èk (2.5)
 575 M2 : èkTā khāiā dèk déhi
 ((M2 asks M1 to taste an almond to check
 whether they are fresh or not))
 576 SW12 : khā:n kuno shomɔshshā nāi (4)
 577 ār Kāɖu bādām èK Kéɖi i diyā déi nā
 578 M2 : gondo nā to dèk déhi
 579 SW12 : nā notun éguli
 580 M2 : thiK ācé
 581 M1 : hmm
 582 SW12 : éi ɖonnoi toh ādā kéɖi diɔi (2)
 583 M2 : bèɔ
 584 éhiné dhukā déhi (1)
 585 nā éiDā nā éguli ātéi nimu (7)
 ((M2 asks SW12 to put some of the goods in
 the bag he was carrying and rest of the
 goods will be carried in hand by him))
 586 M2 : dɔr toh
 ((M2 asks M1 to hold the bags so that he can
 give money to SW12. At the same time, rest
 of the goods are being packed and put to the
 front counter by SW12))
 587 M2 : Kɔɔ oiɔé (1)
 588 SW12 : cɔɔysho tirish (0.5)
 589 M2 : Kèmné (.) mug Dāil Kɔɔ Koirè (1)
 590 SW12 : chollish chol[lis]h
 591 M2 : [ɾèi:] éiD éiDèr dām ārɔ kom
 592 SW12 : éiDè èKshɔ:
 593 M2 : bish TèKā

- 594 SW12 : poytāllish TèKāy bécçi
 595 M2 : hm::
 596 SW12 : bish TèKā nā oi pocçish TèKā oïlo uiǵé
 597 uiDé (.) purā[n Dā]
 598 M2 : [nā n]ā nā mug Dāil toh āmi
 599 nisi tumār kaç thikè mug ér ché mug
 600 dāil bish TèKā shobshomçoy Kōm rākho (2)
 601 éi:: moshuri Dāil (8)
 602 Koto oïlo
 603 SW12 : cçoysho tirish TèKā
 604 M2 : nā nā nā oidé kōm rākhbi dosh rākhbi (1.5)
 605 SW12 : ko(h)to(hh)
 606 M2 : cçoysho dosh (.) bish TèKā bēshi dorbi Kè
 607 SW12 : èlomèlo dām ācé
 608 M2 : èKsho bish tèkā shob duKāné cçay āmi tor
 609 duKān thikè néi Kè
 610 SW12 : KunDa moshuri Dāil ǵodi èksho bish dèy
 611 tailé āmi āpnér kaç thikè Tèkāi rākhmu nā
 612 M2 : hm:: (.) tāile mug Dāil kōmā
 613 SW12 : oidé éKsho poytirish TèKā Kinā
 614 M2 : hm:: (4)
 ((M2 gives SW12 the money and asks for the
 change))
 615 M2 : dosh TèKā dé āmāré (2)
 616 SW12 : ār dosh TèKā dèn āpné
 617 M2 : hm::
 618 SW12 : oi māni bæç é dèhā ǵ[ā:y]
 619 M2 : [↑a:]r dosh TèKā
 620 SW12 : āpni āro pācç TèKā dèn
 621 M2 : āmi shob duKān thikè néi nè tor duKān
 622 thikè néi
 623 SW12 : nèn nā déiKKāi toh shorbo nimno rét

((M2 picks up the goods and walks away with
M1 from the shop))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 3 – At a Grocery Shop

- 624 SW13 : çār bālō āçén
- 625 M2 : hè:: (3)
- 626 èK pækÉT pōrōTā diyén toh (2)
((M2 takes out a list of grocery items and
starts reading them one by one to SW13))
- 627 SW13 : èK pækÉT pōrōTā diç toh
((M2 asks H3 to take out a pack of parathas
from the refrigerator))
- 628 M2 : goldén hārbéçT ér (1)
- 629 SW13 : hārbéçT ér
- 630 M2 : hè:
- 631 èK liTārér èKTā tēl dēn (.) uiğé tir ér
(2)
- 632 çōçéç āçé nā (0.8) èK pækÉT dién (2)
- 633 èK pækÉT Tunā phish
- 634 léikhā phēlén (.) Tunā phish èK pækÉT (5)
((SW13 starts writing the items that M2 is
reading out from his grocery list and H3
keeps taking them out from different shelves
and refrigerator in the shop))
- 635 liKuiD dudh diyén cçāir pækÉT (4)
- 636 çépnīl èKTā
- 637 āmi ābār Koi (2)
- 638 tir soishshēr tēl èK liTār (3)
- 639 soishshēr nā çōry (2)

- 640 Ki ācé (1)
- 641 oi èKTā oiléi oy (3.2)
- 642 ġéKuno èKTā oiléi oy (.) mǎné moT kotā
- 643 ɕɔ[yābin t]èl èK liTār (1)
- 644 SW13 : [ɕoyābin]
- 645 M2 : tārporé oilo (1) porɔTā èKTā (2.3)
- 646 H3 : hāph liTār koyDā cçāir Dè
- 647 M2 : ho: (2)
- 648 porɔTā èKTā oiġé goldén hārbéɕT ér uiġé
- 649 liKuiD dudh cçāir dè hè:
- 650 SW13 : liKuiD dudh cçāir dā (2)
- 651 M2 : hè ār oi ɕɔɕéɕ èKTā ɕɔɕéɕ (1)
- 652 ġoti nā Ki ġāni dèn (1.4)
- 653 SW13 : KunDā (.) DɔKɕ (2.5)
- 654 M2 : DɔKɕ Kɔɔ Koiré éhɔn (1)
- 655 SW13 : cçobbish (1.8)
- 656 M2 : Tunā phish èKTā dio (3.2)
- 657 ɕépnil èKTā (1.6)
- 658 SW13 : HænDwāsh (2.2)
- 659 M2 : āréKTā ġinish (.) oiġé āmi néi uiġé (0.4)
- 660 oiDè oilo (2.8)
- 661 pushTi cçā pātā ācé niKi
- 662 SW13 : nā (2.6)
- 663 Kāġi (.) cçā pātā (0.3) ār oilo:: Kālo cçā
- 664 pātā (0.5) iɕpāhāni cçā pātā (6)
- 665 M2 : āicçā éi koyDāi hishāb dèn toh (4)
- 666 SW13 : dudh hāph liTār kunDā diɕɔt
- 667 M2 : ārong ér diɕi cçāir Dā (2)
- 668 SW13 : pushTi cçā pātā moné rākhis
- 669 M1 : āicçè
- 670 SW13 : éidiKé nāi (2.2)
- 671 pushTi cçā pātā bālo (2.8)

- 672 M2 : oidè niğér bāgānér toh (3.3)
- 673 SW13 : tèt èK liTār
- 674 H3 : èK liTār
- 675 SW13 : pɔɔTā èKTā
- 676 H3 : pɔɔTā èKTā
- 677 SW13 : dudh hāpf liTār cçāir tā
- 678 H3 : cçāir Dā (1.8)
- 679 SW13 : çoçéç èKTā
- 680 H3 : èKTā
- 681 SW13 : Tunā phish èKTā
- ((SW13 reads the list of items for the last time and H3 ensures whether all of them have been packed or not))
- 682 H3 : ār çépnil hænDwāsh èKTā (3.9)
- 683 M2 : āi çépnil duiDā diyè dèu tāilé (1.3)
- 684 SW13 : duiDā
- 685 M2 : hè: duiDā (0.4) duiDā dèu (3)
- 686 āicçā uiğé oi shābān Dā āçé (0.3)
- 687 èKTā uiğé (.) milk (.) méril milk (3)
- 688 SW13 : milk méril
- 689 M2 : hè:: (0.6) Kuno phul Tul nāi (.) eKdom
- 690 shādā méril ġéiDè
- 691 milk (.) shudu milk lèkhā (0.3)
- 692 uiğé nicçé shādā Kālā déhā ġāy (.)
- 693 hè: (3.1)
- 694 SW13 : éiDè
- 695 M2 : nā éiDāy phul deoā āçé phul cçārā éktā āçé
- (4)
- 696 phul cçārā nāi (1.6)
- 697 kémun ġāni tibro gɔndo éidāy
- 698 nāi (0.8)
- 699 ār lāiphboy èKTā pārpfiom pāoā ġāito (.)

- 700 [pæKÉT ér ācé]
 701 SW13 : [oi kārTun ér] bhitré ācé niKi dèkh toh
 702 méril shābān
 703 M2 : thāik shāmné thiKè nim ni
 704 SW13 : KārTun é ācé milk méril
 705 Kāilké diçi
 706 M2 : āicçé koto oilo dèhèn
 707 SW13 : milk duiDā (0.3) shādā Dā shādā Dā (9.2)
 708 M2 : diçot ré (1)
 709 H3 : khuḡtèçi (13.3)
 710 SW13 : méril (1.3) shābān
 711 M2 : duiDè diyè dèn (4)
 712 éiḡé éiDā (2.8)
 ((H3 takes out the soap from a separate box))
 713 M2 : éiDā nā
 714 SW13 : hm:
 715 M2 : éiDè shobcçé bālo (.) gāyér shābān
 716 flébār Dā èto çobār māné Kuno uTko gondo
 717 i nāi (40.5)
 ((H3 packs the items and keeps them in the front counter. Simultaneously, SW13 calculates the total cost of the goods using a calculator))
 718 koto oiçé (14)
 ((M2 pays SW13 the price he shows to him in the calculator's screen))
 719 oiDèr bhitré āréKTā bæḡ ācé déhi thām déhi
 (1.3)
 720 éi:ḡé (.) ér bhitré dhukāi
 721 éi é oi or muddé dhukāu (2.2)
 722 ér moddhé toh friḡér ḡinish dèoā ḡāibo nè

- 723 H3 : hɔ pfrɪŋér ɕɪnɪʃ éKTu bɔɔ
 724 M2 : nā éguɪ toh nɔʃhTɔ ouār nāi phrɪŋér
 725 ɕɪnɪʃ diyè dèu (1.7)
 726 oh bɔɔ déikè oh hɔ bɔɔ (6)
 727 āTɕé nā
 ((H3 helps M2 to put everything in the cloth bag that M2 was carrying with him. M2 makes the payment. Subsequently, M2 and M1 leaves the shop carrying the goods.))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 4 – At a Grocery Shop

- 728 M2 : ɾāi (0.6) èKTā pushTi cɕā dèu déhi (.)
 729 H4 : pushTi tɛɪ
 730 M2 : cɕā cɕā (0.5)
 731 H4 : éi pushTi cɕā diyén toh (6.5)
 732 éi ādā Kéŋi pushTi cɕā dèn toh
 733 SW14 : né
 734 H4 : èKTā poli dèn ɕoTo (3.6)
 735 SW14 : ɕār réh jɪgā ɕāré dudh nibo nā (2.2)
 736 H4 : o ɕār dudh nibén niKi
 737 M2 : dudh nimu KāilKè
 738 H4 : KāilKè nibo
 739 M2 : āiŋKè ɔnéK pulTā oioā gèçé gā
 740 Khāli dudh nè āɔ ɔnéK Kiɕu nité oibo
 741 ādā roshun éiDè oiDè āçé èhon Khāli éi
 742 cɕā pātā Dā èKKéré shésh oiyè gèçé gā
 (1)
 743 dèhɔ nā āiŋKè ɔnéK bār oiā gèçé
 744 èhon turi bāKi āçé Kɔlā nité oibo fɔɪ

745 nit(h)é oib(hh)o::
 746 H4 : bhorì dimu çār
 747 M2 : ā:
 748 H4 : bhoirā dimu (1.6)
 749 M2 : u::i (0.6) pārlé éhin diyè dhukāy dèu
 750 shobuḡ bæg é (2.7)
 ((H4 puts the good in M2's bag))
 751 éi koto ḡāni éitè:↑ (3.3)
 752 H4 : éi Koto pushTi: (2.2)
 753 M2 : pushTi cçā
 754 éiḡé dhōr déhi (.) TèKā Dā rākh
 ((M2 makes payment to H4))
 755 H4 : élé élon (2.8)
 756 poshcçim bāi (1.2)
 757 çār ré ui TèKā Dā dèn
 758 éiḡé
 ((H4 gives M2 the change and M2 leaves))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 5 – At a Grocery Shop

759 M3 : māmā ālu Koto koirā:
 760 SW15 : ālu bish TèKā
 761 M3 : ār lāl Dā
 762 SW15 : èK i dām
 763 M3 : bish TèKā (2.7)
 764 M1 : MārKét réT (4.1)
 765 M3 : lāl Dā purān (2.2)
 ((M3 checking the quality of the potatoes))
 766 M1 : lāl Dā
 767 M3 : purān purān (8.9)

- 768 māmā (.) tin Ké:ḡi: shādā ālu dibén (.)
 769 a: ār dui kéḡi i lāl ālu dèn (6.4)
 770 miDiām ḡāiḡ ér bhālo deiKkhā diyén hè (4)
 771 shādā Dā tin Kéḡi (.)
 772 lāl Dā dui Kéḡi (64.3)
 ((H5 starts packing the potatoes))
 773 bām pāshér Dā dèn (2.3)
 774 oijé oi duiDā diyā dèn (31.5)
 ((H5 hands over the potatoes red and white
 potatoes packed in two separate polythene
 bags to M3))
 (10.2)
 775 pācḡ kéḡi ālu
 ((M3 hands over a one thousand taka note to
 SW15))
 776 SW15 : nāi
 ((SW15 says he does not have change for one
 thousand taka))
 777 M3 : oibo nā
 ((M3 gives SW15 the exact money of the
 products. Subsequently, M1 and M3 leaves the
 shop.))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 6 – At a Grocery Shop

- 778 M3 : bhāi nil polithin ācé boro
 779 H6 : ācé
 780 M3 : moylā fālānor
 781 H6 : bish tirish poli déu bish tirish (4.4)

((H6 asks H7 to take out 20/30 sized
polythene bags from the shelf))

- 782 M3 : Kɔtɔ Koirā
783 H6 : èKshɔ āshi TèKā Kéŋi
784 M3 : hā:
785 H6 : èKshɔ āshi TèKā Kéŋi
786 M3 : èKshɔ āshi TèKā nā ɔnéK béshi Koiā ālāiɔ
(2.5)

- 787 H6 : èKshɔ shāiT TèKā Koirā rākhɔ
788 M3 : èKshɔ chollish TèKā Koirā dimu (.)
789 : èKshɔ chollish koirā nimu
790 H6 : Kɔtɔ
791 M3 : èKshɔ chollish
792 H6 : nā bāi chollish TèKā kun ɔāygāy nāi (1.3)
793 M3 : tāilé dèrshɔ TèKā rākhèn (.)
794 H6 : Kɔy Kéŋi èK Kéŋi
795 M3 : hɔ (25)

((H6 starts packing one kg of 20/30 sized
polythene bags))

- 796 M1 : āmār Kāçé bāŋTi āçé
797 M3 : āçé (2.3)
798 M1 : éhiné Kɔtɔ
799 M3 : dèrshɔ
800 M1 : tor kāçé èK hāŋār TèKā āçé
801 M3 : déhi èK hājār TèKā ɔrā bāngāy nihi (3.1)
802 : bāi èK hājār TèKā bāŋTi oibo nā
803 H6 : bhāŋTi nāi
804 M3 : bhāŋTi nāi āmār Kāçé (2.8)
805 : dèhén (4.5)

((M3 hands gives one thousand taka note to
H6 and H6 gives the money to SW16 and asks
him to provide M3 his change.))

- 806 M3 : dèrsho TèKā
 807 H6 : èKsho pōncçāsh
 ((H6 hands over the goods to M3.))
 808 M3 : boro bæg é nim (.) dārā dārā
 809 M1 : \$èKTā polithin bāir Koiræ shob nilé bālō
 810 oitō\$ hhh (8)
 811 SW16 : bāiér Koto
 812 H6 : èKsho pōncçāsh
 813 M3 : dèrsho TèKā (30)
 ((SW16 hands returns the change to M3.
 Subsequently, M1 and M3 leaves the shop.))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 7 – At a Grocery Shop

- 814 F1 : bru gold Kofi āché choTo Tā
 815 SW17 : buru gold (3)
 816 nā
 817 F1 : ru āfçā āché
 818 SW17 : āché
 819 F1 : choTo Koto
 820 SW17 : nā (13)
 ((SW17 takes out a big bottle of Rooh Afza
 sharbat and places it in the front counter))
 821 M1 : āicçça éiDāi néi (2.2)
 822 F1 : Kofi KonTā nibi (.)
 823 chānāchur déhi
 824 chānāchur Ki Ki āçé (.)
 825 SW17 : chānāchur bombéy ār rucçi (2)
 826 F1 : jhāl Tā khābi (1.2)
 827 M1 : bombéy i dèn

- 828 F1 : bombéy (1.2)
- 829 bru gold éiTā thiKā niçilām moné hoy (1.5)
- 830 Kofi Ki Ki āçé (1.9)
- 831 néçlé shudhu
- 832 SW17 : a:: néçlé āçé: néçlér gold Kofi āçé ār
- 833 néçlér KlāçiK Kofi āçé (1.6)
- 834 F1 : gold Kofi Ta Ki āçé (.) néçlér gold
- 835 dékhbi
- 836 M1 : bru gold Ki nā:i
- 837 SW17 : nā (4)
- 838 dèkhāmu niKi çār
- 839 F1 : hè gold Tā dèkhān choTo Tā dèkhān (31)
- 840 M1 : DéviD of ér Kofi āçé (1.2)
- 841 SW17 : Débidoph thāKé éi muhurté nāi
- 842 M1 : Şéi muhurté nāiŞ
- 843 āicçā nā thāK rākh
- 844 F1 : éi duitāi dèn tāilé
- 845 M1 : nā rākhén rākhén
- 846 SW17 : KunDā dibo
- 847 M1 : éi bombéy chānāchur ār ru āfçai dèn (23)
- ((SW17 packs the goods and hands it over to M1))
- 848 SW17 : éi duisho āshi ār pōnchanno (2.1)
- 849 tinsho poytirish
- 850 F1 : duisho āshi i rākhén āréKTu komaibén nā
- 851 SW17 : tinsho TèKā dām nā
- 852 F1 : OiTā toh gāyér Dām
- 853 āpnār éihān thiKā shobshomoy néi
- ((F1 makes the payment. Subsequently, M1 and F1 leaves the shop.))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 8 – At a Grocery Shop

- 854 SW18 : Ki lāgbé
- 855 F1 : DéviD ɔf ér Kɔfi āché
- 856 SW18 : DébiD ɔf ācé (2)
- 857 Oiǵé shélf é
- 858 F1 : éiTā nā
- ((F1 takes the coffee out of a shelf where different flavors of Davidoff coffee are put in displayed))
- 859 SW18 : hm::
- 860 F1 : rich profāil
- 861 M1 : rich æromār Tāi né
- 862 SW18 : nèn (11)
- 863 ār Ki lāgbé (1)
- 864 F1 : ār Kiçu nā
- 865 SW18 : pācçsho TèKā dèn
- 866 F1 : āpnār Ki i ācé KārD ācé
- 867 SW18 : KārD ācé (36.6)
- ((F1 makes the payment with credit card))
- 868 SW18 : nèn (10)
- ((SW18 returns the credit card and hands over the coffee in a cloth bag to M1))
- 869 F1 : nio Kéār ér éiTā kɔto koré
- 870 SW18 : tirish tirish TèKā (5)
- 871 F1 : éiTā èKTā dèn (18)
- ((SW18 hands over a small pack of Neo Care Baby Wipes to F1 that she puts in her purse. Subsequently, F1 makes payment for the Neo Care baby wipes in cash to SW18.))
- 872 F1 : diçé (.) oiTā

873 M1 : hm
 874 F1 : ācchā thæŋK iu:
 875 SW18 : é cæ:sh Tā niyā ɕān (1.9)
 876 dɔsh TèKā ritārn pābén [éKtu d]icchi
 877 F1 : [hm: hm]
 ((SW18 returns the change and both F1 and M1
 leaves the shop.))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 9 – At a Grocery Shop

878 F1 : Kon fléKç āché (1.2)
 879 SW19 : ji (1)
 880 F1 : Kélogç ér (.) boro KonTā āçé (0.6)
 881 SW19 : éije éiTā
 882 F1 : nibi:
 883 M1 : ho:
 884 F1 : éiTā èKTā dèn (7.3)
 885 F1 : nésçæfé go:lD
 886 SW19 : boroTā hɔbé
 887 F1 : KunTā
 888 SW19 : boroTā
 889 F1 : choToTā nāi (3.8)
 890 M1 : né
 891 F1 : boro[Tā
 892 SW19 : [cçoToTā tin (.) tinsho āshi TāKā ār
 893 boroTā pācçshɔ ponchāsh TāKā (6.8)
 894 èKsho ponchāsh TāKār léigā ɔrdéK māl Kom
 895 pāoā ɕāy
 896 F1 : Kāju bādām āçé (1.1)
 897 SW19 : Kāju bādām bhājā Dā hobe (5.5)

- 898 F1 : éiTā koto
- 899 SW19 : éiDā pāshsho TèKā hāph Kéǵi (3.3)
- 900 F1 : hājār TāKā Kéji nāKi
- 901 SW19 : Kācçā Dār dām āshTōsho pōncçāsh TèKā Kéǵi
(2.8)
- 902 F1 : Kōm rākhén
- 903 SW19 : pāiKāri réT é éiDā
- 904 F1 : fiKç (.) āpnār éikhāné āishā fiKç ér
- 905 hishāb dārāy
- 906 SW19 : āmi toh dām béshi chāi nā dām jéiDā béchi
- 907 oiDāi chāi
- 908 F1 : pōnchāsh TāKā Kōm rākhén
- 909 SW19 : hē::
- 910 F1 : pōnchāsh TāKā Kōm rākhén
- 911 SW19 : nā:: (0.4) èto TèKā lābh Kori nā (8.1)
- 912 ār Kiçu
- 913 F1 : nā (.) Kōto hoiçé (9)
- 914 ār oi choKoç choTo pæKÉT jéigulā oigulā
- 915 āçé niKi
- 916 SW19 : hm:↑
- 917 F1 : choKoç choTo (.) Kōrn fléKç choKlÉT jéiTā
- 918 SW19 : cçoKlÉT Tā āpātoto nāi (7)
((SW19 packs the items in a polythene bag
and puts the bag on the front counter))
- 919 choddosho
- 920 : Koto
- 921 SW19 : choddosho (15.8)
- 922 F1 : éiTā koto hoilo (.) ji bhāiā
- 923 SW19 : hā: (.) éiDā tinsho ShāiT
- 924 F1 : tinsho ShāiT ar éiTā (2)
- 925 SW19 : tinsho ShāiT TèKā
- 926 F1 : hm:

- 927 SW19 : ār oilo chārsho nobboi TèKā
 928 F1 : hm
 929 SW19 : ār oilo pāchsho pōnchāsh TèKā
 930 F1 : bādām dōsh TèKā Koirā rākhbén
 931 SW19 : bādām pāiKāri réT ér ché komé béchi nā
 932 pāchsho TèKāi béchi èhon (.) Kom chāiçén
 933 dōsh TèKā Komāy diçi (3.3)
 934 F1 : ār Kiçu Kom rākhén (3)
 ((F1 makes the payment))
 935 ār i dèn (.) bish TāKā dèn (5.8)
 936 Koto (6.7)
 ((SW19 returns the change and F1 and M1
 leaves the shop carrying the goods))

SELLING/BUYING OF GROCERY ITEMS IS OVER

Transcription of GS 10 – At a Grocery Shop

- 937 F1 : bhāiā shuKnā morich diyén toh (2.5)
 938 SW20 : Ki āpā: (2.2)
 939 M1 : ShuKnā morich bāi
 940 F1 : èKsho grām ér (.)
 941 èKsho dèn (24)
 ((SW20 closes a deal with another customer
 and goes to a different counter to measure
 and pack the dried red chilies))
 942 SW20 : ārāisho grām
 943 F1 : hm↓
 944 M1 : ārāisho grām (2)
 945 F1 : nā āgé èKsho dhuKān dékhi (.)
 946 èKsho grām (3)

((SW20 measures hundred grams of dried red
chilies in an electronic weighing scale))

947 hm: èKsho èKsho thiKāçé èKsho i dèn (1.8)

948 Koto èKsho (1.2)

949 SW20 : tirish TèKā (4)

950 F1 : tirish TèKā Kishér bhāi éiDār dām (0.5)

951 bish TāKā rākhen

952 SW20 : n(hh)ā::↑ duisho TèKā Kéḡi nāi (2.5)

953 duisho bish TèKā becçi Kéḡi

954 F1 : Ki tèt ér shāté Ki éiDār dām o bārçé

955 SW20 : éiDār ḡinish éiDār logé tèt ér logé Ki

956 bārbo Kombo

957 F1 : nā ér āgéto toh bish nāKi (.) bish i toh

958 bish diyā i toh nilām èKsho grām (.)

959 ābār Komāy (.) diyā dèn (.)

960 éi KoyDā Kāmāyén nā dèn dèn (3.5)

961 ābār purāDā çaré nā

962 SW20 : éiDāi āpā èto lābh nāi āpni ḡéiDā moné

963 Korén

964 F1 : tār ligāi toh éKTu béshi diyā dibén

((SW20 packs the dried chilies in a
polythene bag and hands it over to F1.
Subsequently, F1 pays for the item and both
M1 and F1 leave the shop))

SELLING/BUYING OF GROCERY ITEMS IS OVER