

Discourse Analysis

— Expressions of Gratitude in English by Native Speakers and Japanese Speakers —

Masako Isa

I. Introduction

Expressing gratitude is a language function that has important social value in American English. It is a pragmatic function crucial in establishing and maintaining social bonds. An indication of this function's significance is its association in the minds of many native English speakers with politeness and good manners.⁽¹⁾

The language function of expressing gratitude is used frequently and openly in a wide range of interpersonal relationships: among intimates, friends, strangers, and with superiors and subordinates. Expressions of gratitude can range from simple, phatic utterances to complex, lengthy communicative events mutually developed by the giver and the thanker.⁽²⁾

When performed successfully, the language function of expressing thankfulness can produce feelings of warmth and solidarity. Failure to express gratitude (or express it adequately) can have negative social consequences — sometimes resulting in the breaking of the relationship of speaker and listener.

Learners of English as a foreign language often assume that the expression of gratitude is universal and remain unaware of significant differences in its cross-cultural realization. Therefore, the study of discourse analysis in expressing gratitude is urgently needed in teaching English. The purpose of this study is to shed some light on how gratitude is expressed in the English and Japanese languages.

II. Background

Some preliminary work on thanking has appeared in the literature. Searle (1969)⁽³⁾, in his analysis of thanking as an illocutionary act performed by a speaker which is based on a past act performed by the hearer, emphasizes the appreciation which the speaker wishes to convey to the hearer. Leech (1983) discusses thanking, but sees it from a more socially oriented perspective. He describes thanking as "a convivial function whose illocutionary goal (stating appreciation) coincides with the social goal of establishing and maintaining a polite and friendly social atmosphere."⁽⁴⁾ Both he and Van Ek (1976)⁽⁵⁾ view thanks as expressing an emotional attitude conveyed by the speaker to the hearer.

In addition to the theoretical approach to describing thanking noted above, Rubin (1983)⁽⁶⁾ has reported an empirical study conducted in Hawaii in which she and her students gathered natural data on uses of the words "thank you" from a range of people and a variety of situations. Data from people on television shows were also included. In addition to gratitude, Rubin observed that "thank you" could convey other functions, ranging from responding to compliments to signaling the end of a conversation ("That's all, thank you"). One of the most widely known forms of thanks she referred to was what she called 'bald' thank you a quick, almost automatic thanks — typical of service encounters. Expressions of appreciation were longer and more beautiful either when the giver had apparently invested a large amount of time, money, or effort, or when the recipient felt that the action had been especially helpful⁽⁷⁾

In order to evaluate English - learners' abilities to express gratitude in the foreign language more fully, exploring further how this speech act by native speakers is performed in a range of situations and contexts is necessary. My goals in conducting this survey were: first, to collect data from native speakers to determine how they express gratitude; second, to collect data from Japanese speakers of English to determine how they express gratitude in the same situations; and finally, to assess the impact of transfer on second language production.

III. Study

I began this study by taking field notes to identify situations in which gratitude was commonly expressed by listening for instances of people using conventionalized expressions that contained words like: 'thank,' 'gratitude,' and 'appreciate.' I then left out those instances in which the illocutionary force of act was not primarily that of expressing gratitude even if expressions containing these words were used.

I selected eight of these situations in which gratitude was expressed in response to receiving a gift, favor, reward or service. The questionnaires were made based on the study by Eisenstein and Bodman. 20 native speakers were asked to respond in writing to a questionnaire that contained eight situations requiring varying degrees of thanks. These people were born and reared in southern parts of the U.S. They range in age from 18 to 50. The survey was administered in August and early September. I also tape-recorded, whenever possible, and took notes of naturally occurring conversations, containing expressions of gratitude. This helped me determine the extent to which the data that I had received earlier in written form was an accurate reflection of the spoken language. Next I administered this questionnaire to a group of forty Japanese speakers who were intermediate level students of ELS at my college.

IV. Data results from native speakers

In looking at eight items, I found that the expression of gratitude could appropriately be thought of as a speech act set, rather than as a single speech act. In addition to expressing the simple function of thanking (Thank you very much), other functions such as complimenting (You're wonderful.), reassuring (Just what I wanted. And blue's my favorite color), promising to repay (I'll return it to you as soon as I can), expressing surprise and delight (Oh, wow !), expressing a lack of necessity or obligation (You shouldn't have) and so on were regularly expressed in native-English-speaking subjects. This conclusion corresponds to that of Eisenstein and Bodman (1986)⁽⁸⁾.

These groups of functions combined to form the higher-level speech act set — expressing gratitude. Depending on the situation, I noted speech act sets — ranging in length from two functions (expressing surprise + thanking) to five functions (thanking + expressing pleasure + complimenting + expressing a desire to continue the relationship or repay the favor). (See Appendix)

In item 1, when the gift was presented, there were a lot of compliments of the object and the person in addition to thanking. In thanking hosts for dinner (item 3), thanking and expressing pleasure for a wonderful evening were often reported.

In item 4 and 7, which made the subjects feel especially indebted, surprised or overwhelmed, there was a more lengthy speech act set. The \$500 loan produced longer utterances than did the \$5 loan. As Cohen and Olshta in 1981⁽⁹⁾ did with apologies, I noted that the various functions of which the set consists did not need to occur in a fixed order.

Another interesting feature is that when they borrowed a lot of money the promise to repay or reassure was often expressed in addition to thanking and complimenting. But when the indebtedness was small (item 4), there was merely a promise to reciprocate such as “Next time it’s my treat.”

In item 5, holding a farewell party, expressing surprise and expressing the lack of necessity was reported. In the husband and wife conversation (item 2), there were more compliments of the spouse than apologies, which are more often used in Japanese. In item 8, the helpful co-worker, pleasure that they have finished the work, and compliment of the person were often expressed.

Although greater emotion often came out in lengthier speech act sets, there was one situation in which this did not occur. In item 6 (a nervous new employee is called into the office of the vice-president of personnel and given a salary increase), my data showed silence on the part of the employee-thanker-even if participants were told that they felt surprised, relieved, and grateful. And in the conversation with the officer, stating the name such as Mr. (), or sir was frequently used. It seemed to show a desire to keep the social distance required by the different roles.

On the other hand, when receiving an unexpected birthday present from a friend (item 1), subjects felt free to express their feelings. What was

striking in the formal setting was that there were few expressions of surprise or complimenting.

Another item of interest in the native data was the abundant appearance of routines and the almost ritualistic inclusion of certain semantic information. For instance, in responding to the offer of a large loan, many subjects used exaggeration to emphasize the depth of gratitude such as "You saved my life. You are a life saver." Concerning the news of organizing a farewell party (item 5), many respondents chose to emphasize the generosity of the giver by expressing the lack of necessity for the party (Oh, you shouldn't have).

1) Aspects of speaker interaction

The study by Olshtain and Cohen reported that the expression of gratitude could be characterized as a speech act set which may include a series of associated semantic formulas. Therefore, an adequate description of how gratitude is conveyed must include the entire speech event and focus not only on the thanker but on the dynamic interaction between the giver and thanker.

In expressing gratitude, I noted that the giver is as active as the thanker. The giver provides comments and prompts throughout the speech act set. The giver also reacts to the thanker to help that person carry out the expression of gratitude satisfactory.

Please notice in Appendix, dialogue I, the comments which keep the conversation moving. (That'll keep you warm.) Example of prompts can be found in dialogue I, (This is for you. — urging the receiver to take the gift).

Dialogue I contains an example of how closely the giver and receiver cooperate in performing this speech act. (I hope the size is right. I hope it fits. — prompting the receiver to give needed reassurance. Examples of reactions can be found in dialogue 3 after the guest says that the dinner was delicious, the giver says:(Glad you enjoyed it.)

Comments, prompts and reactions all have the function of moving the thanking process forward to a conclusion satisfying to the giver as well.

In some situations, I observed a speech act called "ritual refusal." When the gift, service, or favor is first offered, the receiver often chooses to appear

reluctant or overwhelmed and proffers a gentle refusal. When a friend says that she has organized a farewell party, the receiver said:

(You shouldn't have. Please don't go to any trouble.)

When a \$500.00 loan was offered, the receiver said:

(Are you sure it's all right ?)

(Are you sure you want to do this?)

Some other examples of ritual refusal were:

(A: I hope you don't think I was asking you for the money.

(B: I know you weren't. If I thought that, I wouldn't have offered it to you.)

Thus, ritual refusals occurred regularly in the dialogue of the native speakers.

The giver has an important role in reassuring the receiver that it is all right to accept. (It's no trouble. And besides we're happy for you. We want to help you celebrate.) A summary of some of the possible roles of giver and thanker can be found in Appendix.

Once the offer is made, it is followed by a ritual refusal (It's okay really, It's my pleasure. Next time you can treat me.) and finally, acceptance (Well, all right.)

This kind of interaction is called the "hint-hint" routine. Bodman (1988) reports that "with native speakers this script (offer/refusal/insistence/expression of reluctance) flows quickly and easily."⁽¹⁰⁾

Another interesting feature is downplaying. It seems that the act of giving or performing a service or favor for a friend or an intimate upsets the social equilibrium. The giver, then, acts to help reestablish the equilibrium by downplaying its magnitude or importance.⁽¹¹⁾ Gifts are sometimes presented while saying:

(I have a little something for you).

When a person is treated to lunch, he or she might be told:

(Eating with someone is better than eating alone — no matter what you have.)

Thus the receiver is often made to feel as if he or she is the one who is doing the giver the favor — not the other way around.

The length of the whole event is significant. The greater the indebtedness incurred by the gift, service or favor, the more profuse were the thanks

that followed its receipt. Japanese speakers of English were not able to or chose not to replicate this feature. Their replies were significantly shorter than the natives. In some cases, Japanese appeared to lack the language to express themselves more fully. Notice in dialogue, the subject awkwardly searches for the right thing to say:

(Oh, that's wonderful. I really do like it.)

Sometimes, when a favor or gift needed to be repaid, the thanker indicated an intent to do so. In some instances, like thanking a person after an enjoyable evening spent at their home, the repayment was left vague:

(Let's get together again real soon.)

(Maybe we could do it again sometime.)

I found that some Japanese speakers of English were almost demanding in indicating their desire to reciprocate.

(I'll pay you back Monday.)

When it came to money, the recipient was less specific.

(I'll get this back to you real soon.)

(I'll be sure to pay you back as soon as possible.)

Another interesting feature of the written and the spoken responses was the occasional joke or attempt to lighten the occasion. To the husband who has done some work around the house that wife had promised to do, the wife said:

(Well, thanks anyway, Maybe you could do that every week.)

In a birthday party, when a person gives a gift, the host says:

(You are welcome. We wanted to, and your smiles are thanks enough.)

2) Acceptance and Re-entry thanks

In the function of accepting thanks, the giver must be careful not to close off the receiver's thanking too quickly lest the receiver feel that he or she has not adequately conveyed a sincere sense of gratitude. Interestingly, I found that it is ultimately up to the giver to control the length and to some extent the content of the thanks. When the giver feels that enough has been said, he or she usually makes a signal to end the function by the use of conventionalized expressions like:

(Good. I'm glad.
You're welcome
It is/was my pleasure.
Don't mention it.)

Or in some situations, "Thank you." is followed by "Thank *you*." I noticed that the thanking episode most often ended by an abrupt change of topic. Re-entry thanks are often used like this:

(Thanks again. Thanks again for everything)

According to Bodman (1988), for Anglo-Americans, the re-entry of thanks is as important as the original thanks — which would have to be performed out of politeness whether felt or not felt.⁽¹²⁾

V. Japanese Speakers of English Data Results

Jenny Thomas (1983)⁽¹³⁾ has analysed the range of errors in the speech of second language learners and has proposed that a distinction be made between instances of pragma-linguistic failure (errors resulting from non-native speaker knowing the correct thing to say, but not knowing how to say it correctly) and social-pragmatic failure (errors resulting from non-native speakers not knowing what to say or not saying the appropriate thing as a result of transferring incongruent social rules, values and belief systems for their native languages and cultures.)

In the eight scenarios, I anticipated that they would have difficulty expressing themselves appropriately in unfamiliar situations. But later I found that the ease or difficulty of particular situations seems to be a mixture of factors involving the complexity of language required (syntax and specialized vocabulary), the complexity of the language functions demanded by the situation (short utterances or lengthy speech act sets), the degree of familiarity of the speaker with the situation, and the degree of cultural disorientation. This would correspond to the results of the survey by Eisenstein and Bodman (1986).

Extensive syntactic and lexical problems appeared in the written response of Japanese students of English. There were problems with:

- intensifiers (I very appreciate.)

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- tense (I never forget your kindness. I want to have one like this. Do you know that I like blue?)
 - word order (I'll pay back you. Are you tired, aren't you?)
 - misused or mangled idioms (This is the thing what I've wanted.)
 - propositions (That's very nice from you. I've never been such a wonderful restaurant)
 - and choice of words (I have never taken such a good dinner.)

It shows that intermediate level English learners are not able to use common routines appropriately.

In thanking a friend for a gift (item 1), the subjects chose to use a lot of expressing pleasure, compliment of the object and the person, and thanking. What is striking here is that the expression of pleasure such as "I'm very glad. I'm very happy. I'm lucky, what a happy girl I am !" are often used, while the native speakers compliment the gift.

Another is that there are some expressions such as "Can I wear ?, I'll wear this and see you next Monday. Thank you. I'll try on now." These are errors that might cause misunderstanding - but of a less serious nature - language so strange, unexpected, or garbled that interpretation is difficult. They are instances of pragma-linguistic and/or socio-pragmatic failure. (See appendix)

In the husband-wife conversation (item 2), it is interesting to know that most of the subjects chose to use an apology such as "I'm sorry." rather than complimenting the spouse. These are:

(I'm sorry to be late. I'm sorry I didn't clean the room. I'm sorry I came home late.)

Japanese use apology as a social lubricant because it keeps the wheels of human relations running smoothly. "I'm sorry" is the literal translation of the Japanese word, SUMIMASEN. In this case, SUMIMASEN is used to express gratitude when we feel that we do not deserve a kindness or when we didn't expect it.

In thanking hosts for dinner (item 3), pleasure, compliment and thanking were expressed as well as those of native speakers. The difference

is that the Japanese subjects chose to use offering reciprocity and promising such as:

(Please come to my home next Sunday.)

(Please come to my house someday.) 今度また来て下さい。

The latter sentence connotes that there is no strong intent of inviting the guest; it is used as a greeting in Japanese.

In thanking a friend for a lunch treat (item 4), apology is also used as a social lubricant. The respondents said:

Lit. I'm sorry to have my lunch paid. (おごってくださって、)
すいません。

(Thank you for buying my lunch. It's nice of you to buy my lunch.)

Almost all native speakers stated in general terms an intention to reciprocate (Thanking you very much. Next time it's on me.) I really found similar language in the responses of Japanese speakers. They intended to reciprocate, but felt it unnecessary and inappropriate to say it. Questions concerning the price that a friend spent can be seen:

It was very expensive, wasn't it? (高かったですしょう)

Is it expensive? (高いでしょう)

At the news of the farewell party (item 5), there are a lot of expressions for showing pleasure, while the native speakers chose to express surprise. It shows that a farewell party is expected in Japan. The most common expressions are:

I'm glad. I'm happy. What a lucky girl I am!

In the formal situation of the raise (item 6), the subjects chose to use the expression of surprise and promise because the promotion based on the individual achievement is not probable in Japan.

Really! (silence) Thank you.

Is that true? What a nice day!

They responded very awkwardly (suggesting that they did not know which words to use.) The most common expressions for the promise are:

I want to work harder.

I'm sure I work hard.

I'll do my best.

I'll live up to the expectation.

The sincere attitude of the Japanese toward work can be seen.

In borrowing a large loan (item 7), they selected to use complimenting and thanking. What is striking here is that the expressions of promising to repay or reassure were few. They said:

Thank you. I'm lucky.

Many thanks for your kindness. I'm glad.

Thank you very much. I hope this won't cause you any trouble.

Stating an intention to reciprocate and /or repay seems to be an important part of expressing gratitude in American English. When this was omitted in American English, native speakers felt that the responses were incomplete or lacking in the appropriate level of gratitude.⁽¹⁴⁾

In the job with a co-worker (item 8), the subjects chose apology more than expressing pleasure and reciprocating. It is interesting to know that native speakers put emphasis on expressing pleasure that they have done the work. Some Japanese subjects responded awkwardly:

Thank you. I owe you for this work.

Thank you. I'm sorry. You are tired, aren't you?

It shows that volunteer work is not popular in Japan. According to Joseph,⁽¹⁵⁾ a representative of AGAPE, which is an international helping organization, reports that voluntary work is not in the tradition of Japanese culture, and many people are genuinely unable to believe that anything an individual does can change the lives of less fortunate people.

Aspects of Speaker Interaction

As mentioned above, there is a significant impact of Japanese discourse in English writing. Let me take some examples of speakers, making use of Japanese speech patterns.

The Japanese way of the hint-hint routine can be seen when offering a gift. At first, the giver is very active. He says:

つまらないものですが、どうぞ。

Lit. There is no good, but please take it. (This is)

There is small, but please take it (This is)

The receiver protests saying something like:

こんなことしていただいては、こまります。

Lit. You shouldn't do this kind of thing. (You shouldn't have.)

If the recipient still protests, the offerer will explain the reason why he should overcome his reserve and accept it, by saying "It's a small token of gratitude. or It's not enough to express my apology." Then finally the gift is received, and the recipient thanks the offerer.

The process may sound too complicated and formal, but even in familiar conversations, the above-mentioned steps are often used, although the wording differs. For example,

A: あのつまらないものですが。

This is very small. (preliminary remark)

B: こんなものもらったらわるいよ。

I shouldn't accept this. (refusal)

A: 安ものなんだ。

It's a cheap thing. (belittle the gift)

B: でも

But (resistance)

A: ほんのきもちさ

Just a token of my gratitude. (reason why B should accept it)

B: そお。じゃ、せっかくだから、ありがとう

Is that so? Then, since you insist, Thank you.

(acceptance)

This can be just a formality, but usually the offer will be repeated until the present is accepted. Nowadays some Japanese, especially young people, do not use the expression (つまらない) between good friends, but belittling one's gift is always regarded as something good to do.

The difference between Japanese and English is that Japanese speak of the gift as if it were small or unimportant. But this way of speaking may sound awkward to native speakers of English because the usual and safest

English phrase in such cases is “I hope you like it”.

The underlying idea is that Japanese try to show sensitivity to others' feelings through absolutely negative expressions such as “nothing” or “no good.” They mean to convey that although they have done their best, they are not quite sure whether their efforts will please the other person. In this delicate situation, Japanese prefer using absolutely negative expressions so that they will not be considered to be at all pushy or insensitive, and they expect others to perceive their sensitive consideration, and to respond in a similar manner.⁽¹⁶⁾

Another example is when a person expresses gratitude for help. The first thing to do is to thank someone for his help. (ありがとう (ございました)) After that, it is recommended that you deny the compliment, and when necessary, partially admit it and attribute it to someone else as follows:

おかげさまで、はやくかたずきました。
(Thanks to your help, I could finish it quickly.)

おかげさまで、いいものができました。
(Thanks to your help, I could make a good one.)

手伝っていただいて、本当に助かりました。
(Your help has saved me so much.)

In this situation, OKAGESAMA-DE is used to express gratitude either to a particular person or to all that has been helpful. There is always the underlying idea that one should be grateful to what has been of help, even things of which one is not aware.⁽¹⁷⁾ Even if one's success obviously comes from one's own effort, it is regarded as good to attribute it to others in Japan.

In English, there are some expressions of complimenting the person:

- That's very kind of you.
- I can't tell you how much I appreciate your help.
- You've really saved my life.
- Thank you all your help.
- I couldn't have done it without your help.

But, as mentioned above (item 8), it is strange to say that there are few expressions of OKAGESMADE, thanks to you, in the English writing of Japanese students.

VI. Conclusion

Native data showed consistent use of expressions of gratitude within specially defined situations often in the form of speech act sets.

The extent of thanks was meaningful, with longer speech act sets produced under conditions of social disequilibrium, when the perceived need for thanking was great. Shorter thanking episodes sometimes reflected greater social distance between interlocutors.

I found that thanking is a speech act that is mutually developed. The giver is as active and is as important a part of the speech act as is the thanker. Givers comment, prompt and react as well as provide needed reassurance that it is all right to accept. Thankers ask for favors, gifts or services indirectly, and once they are offered, make ritual refusals and downplay the obligation of the receiver.

My study showed that Japanese English speakers at the intermediate level had considerable difficulty adequately expressing gratitude in the English language. Some problems were pragmalinguistic in nature, exhibiting divergence from native use on lexical and syntactic levels. Learners were unable to approximate native idioms and routines. I noted that the sociopragmatic limitations of Japanese students were more severe, because the socio-cultural incongruities they reveal created the potential for more serious communication breakdown. Therefore, learners must acquire not only syntax, phonology, and a large basic vocabulary composed of words and conventionalized expressions, but they must acquire the English language's rules of use as well as those of the Japanese language.

The study by Bodman (1985)⁽¹⁸⁾ reports that advanced level non-native English speakers, who have lived in the U.S. for some time, had not acquired the ability to express gratitude appropriately. Therefore I'd like to suggest that functions such as expressing gratitude should be introduced into curricula for English as a foreign language.

One way is to present the information directly in the classroom. Another is to give learners supervised activities in the classroom that pro-

mote the use of language functions. Still another is to provide students with greater chances outside classroom to experience or overhear native speakers in real interactions through a program promoting native/Japanese contact. In cases of social failure, the teacher should initiate a discussion to compare the underlying values and beliefs in Japanese culture with those of the English speaking culture so that students become aware of the differences.

In order to understand the language specific and the language universal aspects of expressing gratitude and the way this function is acquired in English, we need more information on how this function is performed in the native language and culture of Japanese subjects.

There is much that remains to be investigated in the expressions of gratitude. It is hoped that this study, together with more empirical research in the future, will help students to improve their communicative competence in English.

Notes

1) Jean Bodman and Mirian Eisenstein, "May God Increase Your Bounty: The Expression of Gratitude in English by Native and Non-native Speakers," *Cross Current*, Vol.XV, No.1, Fall/Winter, 1988,p.1.

2) *Ibid.*, p.1.

3) J.R. Searle, *Speech Acts: An Essay in the Philosophy of Language* (Cambridge University Press, 1969)

4) G.N. Leech, *Philosophy of Pragmatics* (London: Longman, 1983)

5) J.A. Van EK. *The Threshold Level for Modern Language Learning in Schools* (London: Longman, 1976)

6) J. Rubin, The use of thank you. Paper presented at the Sociolinguistics Colloquium, TESOL Convention, Toronto, Canada (1983)

7) *Ibid.*,

8) M. Eisenstein and J.W. Bodman, "I very appreciate: Expressions by Native and Non-native Speakers of American English. *Applied Linguistics*, 7(2), 1986,p.167-185.

9) A.D. Cohen and E. Olshtain, "Developing a measure of sociocultural competence: the case of apology," *Language Learning* 31/1(1981), p.113-34.

10) Jean Bodman and Miriam Eisenstein, "May God Increase Your Bounty: The Expression of Gratitude in English by Native and Non-native Speakers," *Cross Currents*, Vol.XV, No. 1, Fall/Winter, 1988,p.1.

11) Ibid., p.7.

12) Ibid., p.7.

13) J. Thomas, "Cross-cultural Pragmatic Failure," *Applied Linguistics* 4/2 (1983), p.91-112.

14) Jean Bodman and Miriam Eisenstein, "May God Increase Your Bounty: The Expression of Gratitude in English by Native and Non-native Speakers," *Cross Current*, Vol.XV, No. 1, Fall/Winter, 1988, p.12.

15) Ken Joseph, "National Hotline Offers Free Advice," *The Daily Yomiuri*, Tu, Sept. 5(1989), p.7.

16) Reiko Naotsuka, *Mutual Understanding of Different Cultures* (Tokyo: Taishukan, 1981),p.14.

17) Osamu Mizutani and Nobuko Mizutani, *Nihongo Notes 1* (Tokyo: The Japan Times, 1988),p.75.

18) E. Eisenstein and J.W. Bodman, "I very appreciate: Expressions by Native and Non-native Speakers of American English," *Applied Linguistics*," 7(2) (1986), p.167—185

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Appendix

Samples of native-English speakers' responses

Q 1 It's your birthday, and you're having a few people over for dinner. A friend brings you a present. You unwrap it and find a blue sweater. You say.

Oh, you know me so well. Thanks, I love it.	Expressing surprise + complimenting the person + thanking + expressing liking
That's gorgeous.	Complimenting the gift
Oh, my favorite color. Thank you very much.	Expressing surprise + complimenting the object + thanking
It's beautiful. Thank you.	Complimenting the object + thanking
Oh, that's so sweet. You didn't have to do that. Thank you very much.	Expressing surprise + complimenting the person/action + expressing the lack of necessity/generosity + thanking
Oh, how pretty. Thanks so much.	Expressing surprise + complimenting the object + thanking
It's lovely, but you didn't have to get me anything.	Complimenting the object + expressing the lack of necessity/generosity
Thanks.	Thanking
Oh, thanks, It's really lovely.	Expressing enthusiasm + thanking + complimenting the object
Oh, wow! Thank you so much. It's really nice.	Expressing enthusiasm + thanking + complimenting the object
Just what I needed. And blue's my favorite color.	Complimenting the person + stating preference/complimenting the object.
That's beautiful. Thank you very much.	Complimenting the object + thanking
That was sweet of you. (Smile, kiss)	Complimenting the person + non-verbal communication.
Oh, it's lovely, What a beautiful color.	Expressing enthusiasm + complimenting the object + complimenting the object
It's just right, and just what I've been looking for. Thank you so much.	Complimenting the object + thanking
Wow. That's great. Thanks.	Expressing surprise + complimenting the object + thanking

Yeah, that will go with a lot of things I wear to work. Thanks again.	Expressing surprise + complimenting the object + thanking
Oh, it's beautiful! Thank you.	Expressing enthusiasm + complimenting the object + thanking
Oh, How lovely! Thank you. And just I was wanting.	Expressing the enthusiasm + complimenting the object + thanking + complimenting the object
I love it and it will go perfectly with my clothes.	Expressing liking + complimenting the object
Oh, thank you so much for the nice sweater. It's really a pretty color and I like blue. You're very thoughtful, thank you again.	Expressing surprise + thanking + complimenting the object + complimenting the person + re-thanking

Q2 You are married. Both you and your spouse work. You come home late from work and find that your spouse has done some work around the house that you had promised to do, but have not had a chance to get to. You look at the work and say.

I'm sorry I didn't get the fireplace cleaned out. I said I would do it, but there's just been no time lately.	Stating an apology + stating the willingness to do the job + expressing the excuse
Gee thanks, honey. I just noticed that you cleaned up. That's was nice of you.	Expressing surprise + thanking + stating awareness + complimenting the person/action
Well, thanks. I hope my work schedule will lighten up soon so I can get back to helping more around here.	Thanking + promising to help
Well, thanks anyway, Maybe you can do that every week.	Thanking + complimenting the person
Oh, dear - you shouldn't have.	Expressing surprise + expressing the lack of necessity
You're such a sweetie! What did I ever do to deserve such a wonderful guy like you? That was so thoughtful of you!	Complimenting the person + complimenting the person + complimenting the person
Gee, honey, thank you so much for doing that. I really wished I had had a chance to do it, but I just ran out of time and I	Expressing surprise + thanking + stating the willingness to do the job + expressing the excuse + appreciation + offering

couldn't do it. I appreciate that you did it for me. I do something for you sometime, and then that'll even the score. reciprocity

Q3 You have been invited to the home of a rather new friend. You have dinner with him and his wife and a few other friends of theirs. The food was great, and you really enjoyed the evening. As you leave, your hosts accompany you to the door, and you say.

You really made me feel at home. You'll have to have dinner at my place when we get a chance.

Complimenting action/person + offering reciprocity

Thanks for your thoughtfulness.

Thanking

Thank you very much for the dinner and the company. I really enjoyed myself. I'll see you later. Good night.

Thanking + expressing pleasure + expressing an intention to continue a relationship + leave-taking.

Thank you for inviting me. I had a great time.

Thanking + expressing pleasure

I really enjoyed the evening. Thanks so much. The meal was delicious. I'd like to have you over. I'll be in touch with you. Thank you for a wonderful evening. I hope we'll get together again soon.

Expressing pleasure + thanking + complimenting the event + offering reciprocity + promising

Thank you. The dinner was delicious. I'd like you to come over to my place next time.

Thanking + expressing a desire to continue the relationship

I had a lovely time. This was such an enjoyable evening.

Thanking + complimenting the event + expressing pleasure + offering reciprocity

The evening was just great. Thank you so much for such a lovely time. I really enjoyed it.

Expressing pleasure + complimenting the event

Thank you very much for a really wonderful evening. Perhaps we can get together again real soon.

Complimenting the event + thanking + expressing pleasure

Thank you for inviting me. I really enjoyed myself and dinner was delicious. Let's get together again soon.

Thanking + expressing a desire to continue the relationship

Thanking + expressing pleasure + complimenting the event + expressing a desire to continue the relationship

We've enjoyed the evening thoroughly. It's so nice to have a chance to talk and get acquainted. And the dinner was delicious. Thanks again for everything. Thank you very much for a wonderful evening. Good night and thanks again.

Expressing pleasure + complimenting the event + complimenting the event + thanking

Thanking + leave-taking + re-thanking

Thanks a lot for having me over tonight. That was fun and the food delicious. Good night. Thanks again for a wonderful evening.

Thanking + expressing pleasure + complimenting the event
Leave-taking + re-thanking

Thank you for inviting me this evening. It was very nice to be with you and I enjoyed your friends. The food was great, too. I'll have to get that recipe sometime. That was wonderful. Maybe we can get together again sometime. Next time it'll be at my house.

Thanking + expressing pleasure + complimenting the object + complimenting the object + continuing the relationship + offering reciprocity

Q4 Your friend suggests going out to lunch. You say that you'd like to go, but you only have \$2.00. Your friend says, 'Ah, don't worry. I'll take you today.' Your friend takes you to a very nice restaurant – a much more expensive one than the ones you usually go to. You have a wonderful meal. Your friend pays, and as you get up to leave, you say.

Thanks. We'll have to do this again, sometime. Next time, I'll treat you.

Thanking + expressing desire + promising to reciprocate

I'll take you out soon.

Promising to reciprocate

Thanks for the lunch. I'll take you out next week.

Thanking + promising to reciprocate

My treat next time, OK?

Offering to reciprocate

This was very nice. Thanks a lot for the meal.

Complimenting the person/action + thanking

Thank you very much. Next time, though, it's on me.

Thanking + warning/promising to reciprocate

Thank you,

Thanking + stating a person's name

It was a wonderful lunch. Thank you for

Complimenting the event + thanking

inviting me.

Thanks a lot. That was great.

You know, that was really nice. But next time, I'll treat you.

Thank you for lunch. Next time, it's my treat.

My, what a feast! This is quite a nice restaurant. I certainly do appreciate your buying my lunch. My \$2.00 would only have bought a hamburger.

This is a really nice place, What a good idea to go some place different. I know a place you would like. I'll take you next week.

Wow! Now that was a real treat!

Gee, thanks a lot. That was a great meal. Next time, I guess it's gonna be my treat. We'll have to do that again soon. Thanks again.

Thanking + complimenting the event

Complimenting the event + promising to reciprocate

Thanking + promising to reciprocate

Expressing surprise + complimenting the event + thanking + complimenting the event

Complimenting the event + stating a person's name + complimenting the event + suggesting the place + promising to reciprocate

Expressing surprise + complimenting the event

Thanking + compliment the event + offering reciprocity + continuing the relationship + re-thinking

Q5 You have just gotten a new and better job. A friend at the office tells you she has organized a farewell party for you. You say.

You're wonderful. (Would feel pleased and embarrassed.)

That's a nice thought. But instead of, what if we all or ...?

Oh, that's really nice! You didn't have to do that!

That's very nice of you.

Oh, thanks, That's really nice.

Oh, you should't have. It was sweet of you to think of doing that.

Complimenting the person. Non-verbal communication

Complimenting the person + suggesting an alternative

Expressing surprise + complimenting the action + expressing the lack of necessity.

Complimenting the action

Expressing surprise + thanking + stating name of a person + complimenting the action

Expressing surprise + expressing the lack of necessity + complimenting the

Oh, wow. That's very nice. Thank you.

action/person

Expressing surprise + complimenting the person/action + thanking

I'm really going to miss you. Thanks for everything.

Expressing caring + thanking

What a surprise! Thank you. That's really very nice.

Expressing surprise + thanking + complimenting the action/person

Oh,, you shouldn't have. Please don't go to any trouble.

Expressing surprise + stating a person's name + expressing lack of necessity

Well, thanks. I will really miss all of you.

Thanking + expressing caring

Thanks,, that is nice of you. I hope it isn't too much work.

Thanking + stating a person's name + complimenting the action + concern for the giver

Well, I appreciate the thought.

Thanking

Oh, how sweet! But you really shouldn't have.

Expressing surprise + expressing the lack of necessity

Gee, thanks a lot. That's was very special — to have a party and say goodbye to all my friends.

Expressing surprise + complimenting the event

Q 6 You work for a large company. The Vice-President of Personnel calls you into his office. He tells you to sit down. You feel a little nervous, because you have only been working there for six months. The Vice-President says, 'You're doing a good job. In fact, we are pleased with you that I'm going to give you a \$20.00 a week raise.' You say.

Thank you very much.

Thanking.

Thank you.

Thanking

Gee, thanks/Wow, thanks or calm and professional response

Expressing surprise + thanking

Thank you. I'm glad you appreciate my work.

Thanking + expressing pleasure

Oh, great. I really appreciate that.

Expressing surprise + appreciation

Thank you. I'm glad that you're pleased with my work.

Thanking + expressing pleasure

Thank you. I'm glad that you've been pleased with my work.

Thanking + expressing pleasure

Thank you. Thank you very much.

Thanking + thanking

Mr. thank you very much.

Stating a person's name + thanking

That's very kind of you. Thank you very much.	Complimenting the person + thanking
Thank you very much. I like working here. I'll continue to give it my best. That's great!	Thanking + expressing liking + promising Complimenting the action/expressing pleasure
Well, thank you, sir. That's very kind of you.	Thanking + stating a person's title + complimenting the person
Thank you. I'm enjoying working here very much.	Thanking + expressing liking
Thank you. Thank you for noticing my work.	Thanking + expressing pleasure
Ah raise! Why? Thank you, sir. Thank you very much. I'll try and continue to do my best, sir.	Expressing surprise + thanking + stating a person's title + thanking + promising
Thank you very much, I appreciate that you recognized that I've doing a good job. I will continue to strive to do even better. Thanks again for your vote of confidence in my work.	Thanking + appreciation + promising + re-thanking

Q7 You find yourself in sudden need of money - \$500.00. You mention this to a friend. Your friend immediately offers to lend it to you. You are surprised and very grateful. Your friend writes out a check for \$500.00 and gives it to you. At first you say, "Oh no, I can't take it." Your friend says, "Really, it's all right. What are friends for?" Your friend writes out a check for \$500.00 and gives it to you. After your friend insists again, you take the check, and say.

You're a lifesaver. Thanks. I'll never forget it. You really can't imagine what this means to me.	Complimenting the person/action + thanking + expressing indebtedness + expressing gratitude
Thank you very much.	Thanking
When do you need the money back?	Asking about repayment/reassuring/negotiating
You saved my life.	Complimenting the action/expressing

Thank you so much, You've really helped me out. I'll pay you back as soon as I can.

I'll return it to you as soon as I can. I really appreciate what you're doing.

Thank you, I really appreciate this.

God. I don't know how to thank you.

This is a life saver

Oh, God. Thanks. (profusely) I can't thank you enough.

Are you sure this is all right?

Well, I don't know what to say. I hope you don't think I was asking you for the money.

Thank you, I'll get this back to you real soon.

Thanks a lot. I really appreciate this, I'll get the money back to you as soon as I can.

Well, I never expected you could bail me out. Thanks. this is great.

Are you sure you want to do this? You know I may not be able to pay you back very soon

Well, thanks, I'll be sure to pay you back as soon as possible. You've really saved my life. Thanks,

gratitude

Thanking + stating the person's name + stating a result + promising to repay/reassuring/stating good intentions

Promising to repay/assuring + expressing appreciation

Thanking + expressing appreciation

Expressing relief + thanking + complimenting the action

Expressing relief + thanking + thanking

Expressing reluctance to accept/reassuring/negotiating

Thanking + denial of any ulterior motive

Thanking + stating the person's name + promising to repay

Thanking + expressing appreciation + promising to repay

Expressing pleasure + thanking + complimenting the action

Expressing reluctance to accept + promising to eventually repay

Thanking + promising to repay + complimenting the action + re-thanking + stating the person's name.

Q8 You have a great deal of work to do by a certain date. It seems impossible that you can finish by that date. A co-worker volunteers to help you. The two of you work hard and finish on time. You express your gratitude to your co-worker by saying

We're finished. I can't tell you how much I appreciate your help, What would I have done without you? All you have to do is ask.

Expressing pleasure + expressing gratitude + stating the person's name + complimenting the person + expressing the desire to reciprocate

Finished! I never thought I'd see it done on time - and I couldn't have done it without your help. Thank you so much for coming to my aid.

Expressing pleasure + expressing surprise + complimenting the person + thanking

I can't believe we finished on time. Thanks for rescuing me.

Expressing pleasure + thanking

I don't know what I would have done if you hadn't helped me. Thanks a lot.

Complimenting the person + thanking

I was in a real jam! Thanks for bailing me out. I couldn't have finished without your help.

Expressing surprise + thanking + complimenting the person.

Gee, , I don't know what I've done without you. It's great that you could have the time to help me out. How about letting me take you out to lunch when you and I can get away from the office some time for a little longer lunch hour. And remember that when you need help, I'll try to pitch in if I have time, and help you. Thanks again for giving me that extra support when I needed it.

Complimenting the person + expressing pleasure + offering reciprocity + promising + re-thanking

Appendix

(Native - English speakers' responses)

The Role of the Giver

Offer

Here.
This is for you.
I'll take you.
How much do you need?

Downplay the offer

Here's a little something.
Really, I have plenty.
I hate to eat alone.

Comment

It's washable.
That'll keep you warm.

Prompt

I hope the size is right.
I hope it fits.
Do you like it?
Did you have a good time?

Reassure

Really, it's all right.
What are friends for?

React

Oh, good.
I'm glad you like it.
It was nice to see you.

The Role of the Thanker

Hesitate

Oh, I couldn't.
You shouldn't have.
Are you sure it's all right?
Oh, come on. No!

Express surprise

For me?
You're kidding!
Oh!

Compliment

It's lovely.
This is nice.
That was sweet of you.
You're the best husband in the world.

Offer or suggestion of repayment

I'll get this back to you
I'll pay you back on
Next time, I'll take you.
I hope we can do this again sometime.
Next time, it's my treat.
If there is anything I can ever do for you

Re-thank

I love the sweater you gave me.
That was such a nice evening.
Thanks again for everything.
Thanks again for helping me out.
I don't know what I would have done

without you.

Close

Well, good.

Don't worry about it.

It is/was my pleasure.

Don't mention it.

(Change topic)

Appendix

(Native speakers' responses)

Dialogue 1

A: This is for you.

B: This is for me?

A: That's for you. Open it up.

B: Oh, my, that's lovely. Lovely. Oh, my, Jeanie, that's pretty

A: That'll keep you warm.

B: Yes, I should say so. That's beautiful.

A: Good. I'm glad you like it. It should be washable. Machine washable.

B: Is it?

A: I think so. Just toss it in the machine.

B: Oh, my, that's lovely. Thank you.

A: Oh, you're welcome. (They kiss and laugh) What are we having for dinner?

.....

B: Oh, It's lovely. What a beautiful color!

A: I hope the size is right. I wasn't sure what size to get.

B: It's just right, and just what I've been looking for. Thank you so much.

A: You're very welcome.

Dialogue 2

A: Gee, thanks, honey. I just noticed that you cleaned up. That was nice of you.

B: No big deal I had sometime.

A: Well, thanks anyway. Maybe you could do that every week.

B: No way. Don't push your luck.

A: Oh, dear ... you shouldn't have.
B: Well, I got home early and had a little time. I thought you might be tired and want to rest when you got home.
A: You're such a sweetie! What did I ever do to deserve such a wonderful guy like you? That was so thoughtful of you! (hug him)
B: It was no problem.
A: Well, let me try to make it up to you. How about letting me make you something delicious for supper? What would you like to eat?
B: Aren't you tired? I know you've had a long day.
A: I was, but I'm not tired any more. So - what would you like for supper?
B: Hmm - How about spaghetti? We haven't had that in a while. But let me help you. okay?
A: Okay?

Dialogue 3

(A and B are a couple.)

A: We've enjoyed the evening thoroughly. It's so nice to have a chance to talk and get acquainted.
B: And the dinner was delicious.
C: Glad you enjoyed it. We're so happy you could come.
B: Oh, we wouldn't have missed it! Thanks again for everything.
C: Let's get together again real soon.

.....

A: Thanks a lot for having me over tonight. That was fun, and the food was delicious.
B: You're welcome. We had a good time, too. Maybe we could do it again, sometime ... now that we've found so much in common.
A: I'd like that, except this time, you'll have to let me treat the two of you to a meal.
B: Oh, that's all right. You don't need to do that.
A: I'd like to. You've been so kind to me that I'd like to do something in return.
B: Well, all right - as long as you keep it simple. We don't want you to overdo it, you know. (smile)
A: Good. Well, let's try to plan a time to see each other again soon. I'll be seeing you at the office, so we can talk about it then, Okay?
B: Okay?
A: Good night. Thanks again for a wonderful evening.
B: You're welcome. Good-night.

Dialogue 4

- A: My, what a feast! This is quite a nice restaurant.
B: I'm glad you like it. I always enjoy coming here.
A: I certainly do appreciate your buying my lunch. My \$2.00 only would have bought a hamburger!
B: Don't mention it. Eating with someone is better than eating alone - no matter what you have.
A: You're right.

.....

- A: This is a really nice place, Mary. What a good idea to go some place different. I know a place you would like. I'll take you next week.
B: Really? That would be fun.
A: It's a deal-next week then. I'll call you later.

Dialogue 5

- A: Oh, Joan, you shouldn't have. Please don't go to any trouble.
B: It's no trouble. And besides we're happy for you. We want to help you celebrate.
A: Well, thanks. I will really miss all of you.
B: We're going to miss you, too.

.....

- A: Thanks, Mary. That is nice of you. I hope it isn't too much work.
B: No, it has been fun and we always need an excuse for a party around here.
A: Well, I appreciate the thought.

Dialogue 6

- A: Well, thank you, sir. That's very kind of you.
B: Not at all. I like to show my appreciation to conscientious employees.
A: Thank you. I'm enjoying working here very much.
B: Keep up the good work.

.....

- A: Ah, a raise! Why?, thank you, sir. Thank you very much.
B: You deserve it. You've been a good worker these last six months. And we wanted you to know that you work hasn't gone unnoticed. We hope that this raise will encourage you to keep up the good work. Will you do that?

A: Yes, I will. Thank you, sir. I'll try and continue to do my best, sir.

B: Good. Well, keep it up. Your work won't go unnoticed.

A: I know, sir. Thank you, sir.

Dialogue 7

A: Thanks a lot. I really appreciate this. I'll get the money back to you as soon as I can.

B: It's OK. Really it is not a big deal for me right now.

A: Well, I never expected you could bail me out. Thanks. This is great.

.....

A: Are you sure you want to do this?

You know I may not be able to pay you back very soon.

B: That's okay. I can wait. After all, friends are supposed to help each other out and I've known you since kindergarten. I know I can trust you.

A: Well, thanks. I'll be sure to pay you back as soon as possible. While I don't like having to borrow from a friend, you've really saved my life. Thanks, pal.

B: What are friends for?

Dialogue 8

A: We're finished! I can't tell you how much I appreciate your help, Susan. What would I have done without you?

B: Don't mention it. I'm sure you'd do the same for me.

A: All you have to do is ask.

.....

A: Finished! I never thought I'd see it done on time --- and I couldn't have without your help. Thanks so much for coming to my aid. What's say I take you guys out for a bite to eat, now that it's all done. We've all been working a long time, and you must be hungry by now.

B(C): That sounds nice. I'll admit I'm a bit hungry now.

A: Great! I know a delightful Indian restaurant here that makes delicious food, and lots of it. Does that sound good to you?

B+C: Yeah.

A: Okay. Let's grab our coats and go. Thanks again, guys, for all you help.

B+C: Sure, anytime. You've done it for us in a pinch. It's only fair that we do what we can for you, too.

Samples of Japanese speakers' responses

Q 1

Thanks. This is *the* (a) most lovely color.
Next Monday I'll *go and* wear this.

Oh, thanks, Thank you very much. I'm very very happy. It's beautiful.

Oh, it's nice one, and (a) beautiful color.
Just *one* (what) I wanted. I'm very lucky to have a nice friend.

Oh, very beautiful! How did you know I wanted a blue sweater? I love it. I'll wear this sweater tomorrow.

Thank you. This color is beautiful. I'm happy.

Oh, thank you so much. I'm very glad.

Thanks a lot. This is a very pretty sweater. Do you mind *wearing it?* (if I wear it now)

Oh, it's great! Thank you so much. I like it. Isn't it difficult to find such a beautiful color?

Thank you very much. I love it. I'll *put on* (wear) this sweater tomorrow.

What a beautiful sweater it is! *Do* (Did) you know that I like blue? Oh, I have wanted *to have this* one (like this). What a happy girl I am!

Oh, it's very nice. Thank you. I love blue. I'm glad you *remember* (—ed) it. I love you.

Oh, (what a) nice sweater! I like this color. Thank you. *Can I wear?* (Can I wear it now?)? Just a moment.

Thanking + complimenting + showing appreciation

Expressing surprise + thanking + complimenting + complimenting the gift

Expressing surprise + complimenting the gift + complimenting the object + compliment the person

Expressing surprise + expressing pleasure + showing appreciation

Thanking + complimenting the gift + expressing + pleasure

Expressing surprise + thanking + expressing pleasure

Thanking + complimenting the gift + showing appreciation

Expressing surprise + thanking + expressing pleasure + complimenting the giver

Thanking + expressing pleasure + showing appreciation

Complimenting the gift + complimenting the giver + complimenting the object + expressing pleasure

Expressing surprise + complimenting the object + thanking + complimenting the object + expressing pleasure + expressing liking

Expressing surprise + complimenting the object + showing appreciation

Q 2

Thank you very much. I should do *some* (the some) work that I had promised to do. It's kind of you to do my work. I'll come home as early as I can, and I'll do my work.

Thanking + stating apology + complimenting the person + promising

I'm sorry. Today was busy. Thank you very much. May I go to bed?

Stating apology + expressing the reason + thanking + leave-taking

I'm sorry. I had a lot of work, and I couldn't leave at the office. Thank you very much.

Stating apology + expressing the reason + thanking

I'm sorry. I didn't imagine that you *did* (would do) work around the house. In return for it, I'll make a cake for you.

Stating apology + showing surprise + offering reciprocity

I'm sorry that I came home very late. I'll prepare *for* dinner soon.

Stating apology + offering reciprocity

I'm sorry that I didn't clean the room. Thanks.

Stating apology + thanking

I'm sorry I came home late. I'll be sure to come home early tomorrow and make supper for you.

Stating apology + promising

Oh, I'm sorry, and thank you very much. You are very kind.

Expressing surprise + stating apology + thanking + complimenting the person

Q 3

Thank you very much for invitation. I really enjoyed this evening. I really have to go. Good-night.

Thanking + expressing pleasure + leave-taking

I had a very good time. Thank you very much.

Expressing pleasure + thanking

Thank you very much for your great dinner. *I'll visit your home some day.*

Thanking + continuing the relationship

I really enjoyed today. I had a delicious dinner. I should be going now. Thank you so much for your favor.

Expressing pleasure + expressing pleasure + leave-taking + thanking

Thank you very much for inviting me. Next time I want you to come (to) my home.

Thanking + offering reciprocity

Thank you. I enjoyed this evening. If you have time, will you visit my house next Tuesday?	Thanking + expressing pleasure + offering reciprocity
Thanks a lot. I had a very good time. I want to have dinner with our friends some day.	Thanking + expressing pleasure + continuing the relationship
I had a very good time. Thank you very much. I'm sorry I have to go. Please come to my house next time.	Expressing pleasure + thanking + leave-taking + offering reciprocity
Thank you very much for inviting me. Your wife is (a) good cook. Did you enjoy <i>today?</i> (this evening?)	Thanking + complimenting the person + caring people
I had a very good time this evening. Thank you. <i>I'll have a good dream tonight.</i> (I won't have any trouble sleeping tonight) Good night.	Expressing pleasure + thanking + expressing pleasure + leave-taking
Thank you very much today. Oh, <i>it's great to me</i> (this has been great.) Next time I'll visit you <i>with</i> (and bring) a present.	Thanking + expressing pleasure + offering reciprocity

Q 4

Thank you very much for your kindness. The lunch was really wonderful.	Thanking + complimenting
Thank you for your kindness. (The) meal was wonderful. I had a good time. I (will) take you some day.	Thanking + complimenting + expressing pleasure + promising to reciprocate
It was (a) wonderful lunch. <i>It was too good for me.</i> Thank you.	Complimenting + expressing pleasure + thanking
I'm sorry. I'll return (your) money tomorrow. Thank you very much.	Stating apology + promising to repay + thanking
I'm sorry. <i>Do you have enough money?</i> Thank you very much.	Stating apology + being solicituous + thanking
The lunch was very delicious. You are a very kind girl.	Complimenting + complimenting the person
Thank you for taking me (to) such a nice restaurant. I've never been (to) such an expensive restaurant. <i>May I</i> (Shall we)	Thanking + expressing pleasure + offering to pay + thanking

go dutch? Thanks a lot.

Oh, I didn't expect you *took me* (to take me to) such a wonderful restaurant. Thank you very much. I'll never forget *you* (your) kindness.

Thank you so much for paying (for) my lunch. I've never been (to) such a wonderful restaurant. I'm sorry *to have* (I had) only \$2.00.

I'm sorry. It was very expensive. wasn't it? Thank you.

Thank you very much for a delicious meal. But are you O.K.?

Expressing surprise + expressing pleasure + thanking + complimenting the person.

Thanking + complimenting + stating apology

Stating apology + being solicituous + thanking

Thanking + being solicituous

Q 5

Oh, thank you. I'm very glad to have a nice friend. I'll go wherever you choose.

Expressing surprise + complimenting the person + showing acceptance

Thank you very much. I'm happy. What a nice friend I have!

Thanking + expressing pleasure + complimenting the person

Thank you very much. I'll not forget you.

Thanking + complimenting the person

I'm very happy to hear that. Thank you.

Expressing pleasure + thanking

Thank you very much. I'm very glad. By the way, when *do you* (will we) have the party?

Thanking + expressing pleasure + requesting information

Thank you. What a lucky girl I am!

Thanking + expressing pleasure

Thank you very much. I'll do my best.

Thanking + promising + expressing pleasure + thanking

I'm pleased. Thank you.

Q 6

Really? I can't believe (it). Thank you.

Expressing surprise + expressing surprise + thanking

Thank you. I'll work hard.

Thanking + promising

Really? It seems to be a dream. Thank you. I'll do my best.

Expressing surprise + expressing dream + thanking + promising

I'm very happy. I'm a lucky man. Thank you.

Expressing pleasure + expressing pleasure + thanking

Is it true? Thank you very much. What a nice day!

Expressing surprise + thanking + feeling fortunate

Really? Is that true? I have been working here only for six months. So I'm afraid I *made a mistake* (I've made many mistakes)

Expressing surprise + expressing surprise + showing + showing humility

Thanking you. How happy I am! I want to live up to your expectation.

Thanking + expressing pleasure + promising

I can't believe. I (will) work harder than before. Thank you very much. I'm glad to hear that. My wife and son will be glad too.

Expressing surprise + promising + thanking + expressing pleasure + showing appreciation

Q 7

Thank you. I'll *not* (never) forget your kindness *in my life*.

Thanking + complimenting

Thank you very much for your kindness. Someday, I want to do (the same) for you.

Thanking + offering reciprocity

Thank you for lending me the money. I'm glad to have a friend like you.

Thanking + complimenting the person

I'm sorry. I'll return (your) money tomorrow.

Stating apology + promising to repay

Thank you. I'm very lucky.

Thanking + expressing pleasure

Thank you. You are the best friend (I have)

Thanking + compliment the person

Thanks for your kindness. I'll give you the money tomorrow.

Thanking + promising to repay

Oh, you're a kind person. Thank you. I'll not forget your help.

Expressing surprise + thanking + complimenting

Q 8

Thank you very much. *Are you* (You are) tired, aren't you?

Thanking + expressing concern

Thank you. You are helpful. I'll help you next time.

Thanking + complimenting + promising

Thank you. I owe you for this work. I'll study more.

Thanking + offering reciprocity + showing the intention to work

Thank you. Do you want to go drinking?

Thanking + offering reciprocity

Thank you. I'm sorry. I'm happy to finish the work.

Thanking + stating apology + expressing pleasure

Thank you for your help. I'm really happy. How about going for a drink?

Thank you very much. You *like* a (are like) God. You are a very kind person.

Thank you very much for your help. I want to do something for you.

Thanking + stating pleasure + offering reciprocity

Thanking + complimenting the person + complimenting

Thanking + the desire to reciprocate

Appendix

(Japanese students' responses)

Dialogue 1

A: What a beautiful sweater it is!

B: *Do you like it?*

A: Of course! Do you know that I like blue?

B: Sure.

A: Oh, I have wanted to have this one.

B: *What a happy girl I am!* I thank you very much.

(Aren't I lucky?)

.....

A: Oh, nice sweater! I like this color, thank you very much.

B: You're welcome.

A: *Can I wear?* (Shall I put it on now?)

B: Sure!

A: Just a moment.

B: Oh! It's wonderful.

Dialogue 2

A: (wife): I'm sorry that I didn't do any work around the house.

B: (husband) : It's O.K. *Why did you come home late?*

A: Because I had a serious problem at the office.

B: I see. But this is the last time that I will do work around the house.

Dialogue 3 (B and C are a couple.)

- A: Thank you very much for inviting me. And your wife is (a) very good cook.
B: Thanks. I'm glad to hear that.
C: Did you enjoy *today*? (this evening)
A: Yes, I really enjoyed *today* (this evening). Please come to my house someday.
B: Thank you. I'll be looking forward to that day.

Dialogue 4

- A: Thank you *today*. (Thank you.)
B: You are welcome.
A: But, *I'm sorry to have my lunch paid*.
(Thank you for buying my lunch.)
B: Don't worry. Today, I suggested going to lunch together.
A: Next time, let's go to lunch *together with my paying*. (one me)
B: Well, I'm looking forward to meeting you.
A: O.K. See you again.
B: Bye.

Dialogue 5

- A: A Farewell party for me? Thank you. What a lucky *girl* I am! (How lucky I am?)
B: I am happy to see *your pleasure*.
(that you are pleased)
But, I will miss you.
A: Me, too. But *I will work hard in my new company*.
(The new job will be a nice challenge, though.)
B: *It's nice*. (That's good.)

Dialogue 6

- A: Oh, really?
B: *You are very good*. (You've done very good work.)
A: (silence)
B: *I expect your job*. (I expect you to keep it up.)
I want you to do many good job. (I'm expecting great things from you.)
A: I'll do my best. Thank you very much.
B: You're welcome.

Dialogue 7

- A: Thank you for lending me the money.
B: You're welcome.
A: *I am glad to have friend as you*.

(I'm glad to have such a friend as you.)

B: Thank you.

A: Good-bye.

B: Bye.

Dialogue 8

A: Thank you. *I owe you about this work.* (I owe you one. I owe you for this work.)

B: Don't mention it.

A: *I will study more about this work.* (It was just too much for me.)

B: *Well, if you have any question, you can come to me.*

(I'm glad I was able to help you.)

.....

A: *I was helped by you at making machine.* (You helped me very much in getting that machine ready.)

Thanking you very much.

B: *But it was difficult.* (It was difficult, wasn't it?)

A: I will help you in part-time next time.

(I will be happy to help you.)

B: *It's good idea. I will depend on you next time.*

(Thanks, I'll be counting on you.)

A: O.K.