

(8.4)

Sales person: ... **you've got** the separate oven and things like that.
 Customer: Yeah. But clean= cleaning's important isn't it?
 Sales person: Oh yeah. Yeah. Definitely it is. So here **you've got** you see **you've got** your microwave level. **You've got** your grill. Your grill one two three levels ...
 Erm then **you've got** your microwave grill.
 Customer: Yeah
 Sales person: And fan. So again+
 Customer: Gosh.

(CANCODE)

Concordance lines show more examples from the sub-corpus. Notice the tendency towards the pattern *you've got your*. The merits of this phrase as a selling device are obvious as the customer is positioned interactively (Davies and Harré 1990), through pronoun use, as the owner of the product.

Figure 2: Concordance lines of *you've got* from service encounters (CANCODE)

a twenty two zoom on that one. Here **you've got** a sixteen digital. <\$2> On this Sharp's on your video. <\$2> Yes. <\$1> So **you've got** a video. <\$2> Right. <\$1> I'm sure you <\$1> Right. Well you'll find that **you've got** a fader on the top here to zoom in and out. oker. Right? <\$2> Yes. <\$1> So **you've got** er an ordinary cooker at home. That is the <\$2> I see. <\$1> <\$=> Where **you've got** erm. You see you can't see it all on here. T <\$1> Yep. That's it. Yeah. And then **you've got** everything here. As it shows you on this on one. Right? And you just use it. So **you've got**. It's a nice size. It's a point nine which deo. Okay? <\$2> Right. <\$1> So **you've got** naturally pause stop play rewind fast forwa hirty pound. <\$2> Yes. <\$1> So **you've got** quite a lot more on there. <\$=> Wide stable <\$1> +different type of cooking. Now **you've got** the oven+ <\$2> Yeah. <\$1> +as it would se <\$=> it's got you know it's it's. **you've got** the separate oven and things like that. < ay. So you could say on a normal one **you've got** thirty two zoom so it's still better than th eah. Yeah. Definitely it is. So here **you've got** you see you've got your microwave level. You <\$1> All right. I mean <\$=> you **you've got** your you <\$=> you'll have an auto s= switch ? <\$1> Then you go up from this. **you've got** your Panasonics. Right? Which is giving eve on the other side of it. Right? Then **you've got** your <\$G3> fader right? <\$2> Yes. <\$1 Sort of r= really <\$G3>. <\$1> **you've got** your new Sharp. I know Sharp does <\$G?>. o here <\$=> you've got <\\$=> you see **you've got** your microwave level. You've got your grill d things like that. <\$1> <\$=> You **you've got** your <\\$=> <\$2> Sort of r= really <\$G3>. <\\$=> Oh. <\$E> laughs <\\$E> Erm then **you've got** your microwave grill. <\$2> Yeah. <\$1>

The term 'conversational routines', after Coulmas (1981b) and Aijmer (1996), is often used to refer to chunks of language that are found to recur in spoken interactions. When we look at examples from a large spoken corpus, broad social routines are reflected in chunks such as *how are you? I'm sorry, could I have, thank you*. Though these are more generic compared with the examples above, they are nonetheless bound to specific communicative domains (Carter 1987) such as greetings, apologies, requests and thanking (see also Yorio 1980; Fónagy 1982). Alexander (1984) puts these routines under the general heading of 'discoursal expressions', within which he further categorises them as 'social formulae'. These items are seen as part of the continuum of fixed expressions (Alexander 1984):

← idioms – proverbs – stock phrases – catch phrases – allusions/ quotations – idiomatic similies – discoursal expressions → (including social formulae)

In chapter 4, we categorise such discourse routines, along with interjections, as situation-bound idioms; again this is part of a cline of fixedness (for further discussion of fixedness see chapters 2, 3 and 4). Here we are interested in these chunks because they comprise part of the core words and chunks in English and have specific pragmatic functions in terms of organising the speaker-hearer relationship and maintaining good relations within it. From our multi-word list (see chapter 3), there are quite a number of possible routines that we could look at (as illustrated in table 3).

Table 3: Conversational routines

random example of routinised patterns from CANCODE	conversational routine
<i>Hey, Hiya, hello, hi there, How are you</i>	greeting
<i>See you later</i>	leave-taking
<i>welcome, thank you very much, thank god for that, thank goodness for that, thank you ever so much, thanks for your help.</i>	expressives (or acknowledgements) such as: apologizing, appreciating, complimenting, condemning, congratulating, regretting, thanking, welcoming.
<i>Would you like to, do you want, do you want some, I'd love to, that's a nice idea, that would be lovely,</i>	commissives such as promising, offering, inviting
<i>how would you feel about, have you got, would you be willing to, you've got to, you're supposed to, you'll have to, you'd be better off</i>	directives such as commanding, instructing, suggesting, advising, warning, requesting

In this section we look at how a corpus can help us better understand the pragmatic importance of a frequently recurring chunk, which is understood as part of a conversational routine. We have chosen a less obvious example to focus on: the chunk *Are you sure?*

When we explore concordance lists of this chunk in CANCODE, we find that many of its occurrences relate to the seeking of clarification:

(8.5)

S1: Has he got a drink problem?
 S2: Yeah. He has got a drink problem+
 S3: **Are you sure?**
 S2: +she told me that.
 S4: Ah.