

# Einführung in die Pragmatik und Diskurs

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## Homework 11: Conversation structure Due on Tue 4.7.2006

When handing in your homework, please obey the general instructions, see <http://www.coli.uni-saarland.de/courses/pd/page.php?id=exercises>

### Task

Given the dialogue in (1) between a customer (C) and a travel agent (A):

- Identify *adjacency pairs* and the respective *initiation* (=first) and *response* (=second) units in each AP.
- For each response unit, decide whether it is a *preferred* or *dispreferred* second.
- Try to explain the customer's turn (7) in terms of conversational analysis: what type of response (=second) is it, what is C doing with it and why?

(The dialogue is taken from [1][Chapter 19].)

- (1)
1. C: I need to travel in May.
  2. A: And, what day in May did you want to travel?
  3. C: OK, uh, I need to be there for a meeting that's from the 12th to the 15th.
  4. A: And you're flying into what city?
  5. C: Seattle.
  6. A: And what time would you like to leave Pittsburgh?
  7. C: Uh hmm I don't think there's many options for non-stop.
  8. A: Right. There's three non-stops today.
  9. C: What are they?
  10. A: The first departs PGH at 10am and arrives Seattle at 1205 their time. The second flight departs PGH at 555pm, arrives Seattle at 8pm. And the last flight departs at 815pm arrives Seattle at 1028pm.
  11. C: OK, I'll take the 5ish flight on the night before on the 11th.
  12. A: On the 11th? OK. Departing at 555pm arrives Seattle at 8pm, US Air flight 115.
  13. C: OK.

## Literatur

- [1] Daniel Jurafsky and James H. Martin. *Speech and language processing: An Introduction to Natural Language Processing, Computational Linguistics, and Speech Recognition*. Prentice Hall Series in Artificial Intelligence. Prentice Hall, 2000. url.