

QUALITATIVE ANALYSIS 1

Apologies

Excerpt (1) (MLS: Group A, lines 86-88, Group A, lines 93-95)

86 B: Ah! ... Mmm..... Er? (puzzled) *I'm sorry.*

87 A: *I'm sorry.* Harry Potter.

88 B: *I'm sorry.*

93 C: It's difficult. ((B:laugh))

94 A: *I'm ... I'm sorry.* ((nod)) Do you like music?

95 B: Yes. ((nod))



Communication
breakdowns

QUALITATIVE ANALYSIS 2

Apologies

Excerpt (2) (HLS: Group B, lines 71-72, Group B, lines 107-109)

71 C: Cold? ((nod)) Why don't you like cold?

72 A: Mmm... Ahaha. *I'm sorry I can't explain.* ((nod))

107 B: Mmm which do you think, mm, oh, *sorry,* mm, *I can't say.*

108 A: Oh...((nod))

109 C: *That's O.K.* Eh,heh. *I understand.*
((A:nod)) ((nod))

Expanded range
of expressions

QUALITATIVE ANALYSIS 3

Cohen (2003): apologies

a) expression of an apology **MLS**

b) acknowledgement of responsibility **HLS**

c) explanation of account **HLS**

d) offer a repair

e) promise of non-recurrence

↓
Proficient

Apologies in Japanese follow this pattern.