

1. Record Nr.	UNINA9910746970203321
Autore	Orthaber Sara
Titolo	(Im)politeness at a Slovenian Call Centre : A Cross-Media Examination / / by Sara Orthaber
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2023
ISBN	9783031433207 3031433203
Edizione	[1st ed. 2023.]
Descrizione fisica	1 online resource (0 pages)
Collana	Advances in (Im)politeness Studies, , 2524-4019
Disciplina	306.44
Soggetti	Sociolinguistics Pragmatics Linguistics - Methodology Applied linguistics Research Methods in Language and Linguistics Applied Linguistics
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	(Im)politeness in technologically mediated interactions -- The structure of the study and methodology -- Calls for information and request emails -- Impoliteness in calls for information and request emails -- Impoliteness in complaint calls and social media complaints -- Towards an understanding of (im)politeness in Slovenian customer service interactions.
Sommario/riassunto	This volume covers the field of linguistic (im)politeness in a particular mediated, customer-oriented setting. It is the first book to do so across telephone, email and social media. It offers key insights into a unique customer service setting through authentic and spontaneous data analysis. The book looks at how customers and agents of a large public transport company engage in transactional services and impolite behaviour. This text is directed at scholars and practitioners working in communication, business discourse, (socio)pragmatics, interaction studies, and social media interactions. It is also of great value to students in applied linguistics and scholars of Slavic languages,

particularly Slovenian. The cross-media study is also of value to public/private institutions to reflect on their work practices, helping them improve existing customer–service provider relationships. The diverse readership and appeal are essential features of this book. Examines mediated institutional talk and impoliteness in the Slovenian language Covers mediated service interactions, such as requests and complaints across three different media Provides in-depth insights into communication within a contemporary business environment.
