Západočeská univerzita v Plzni

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JAZYK ELEKTRONICKÉ KOMUNIKACE

Eva Míchalová

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Undergraduate Thesis

THE LANGUAGE OF ELECTRONIC COMMUNICATION

Eva Míchalová

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ZÁPADOČESKÁ UNIVERZITA V PLZNI
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Podklad pro zadání BAKALÁŘSKÉ práce studenta

Jméno a příjmení:	**Eva MÍCHALOVÁ**
Osobní číslo:	**P16B0045K**
Adresa:	Nerudova 525, Starý Plzenec, 33202 Starý Plzenec, Česká republika
Téma práce:	Jazyk elektronické komunikace – jazyková analýza textových zpráv, sociální sítě, e-mailová korespondence, atd., typické rysy (gramatika, slovní zásoba, stylistika)
Téma práce anglicky:	The language of electronic communication – analysis of the language of text messages, social networks, e-mailing, etc., specific features (grammar, vocabulary, style)
Vedoucí práce:	PhDr. Naděžda Stašková, Ph.D. Katedra anglického jazyka

Zásady pro vypracování:

1. stanovení cíle práce: určení typických rysů a prostředků v emailové korespondenci, u formálního a neformálního jazykového projevu.
2. shromáždění odborné literatury a její prostudování: analýza informací získaných z odborné literatur.
3. vypracování metody výzkumu: excerpce příkladů zkoumaného jevu z aktuální formální a neformální korespondence.
4. realizace výzkumu: analýza excerpovaných příkladů korespondence
5. prezentace teorie a výzkumu v bakalářské práci, včetně závěrů s hlavními výsledky.

Seznam doporučené literatury:

Cotton, D. et al.(2012) Market leader: upper intermediate : business English. 3rd ed. Harlow: Pearson Education.
Eastwood, J. (1994). Oxford Guide to English Grammar. Oxford: Oxford University Press.
Emmerson, P. (2004), Email English: includes phrase bank of useful expressions. Oxford: Macmillan.
Greenbaum, S., Quirk, R., Leech, G., Svartvik, J. (1986) A Comprehensive Grammar of the English Language. London:Longman.
Hewings, M. (2005) Advanced Grammar in Use. Cambridge University Press
Naomi S. Baron (2001) Alphabet to Email: How Written English Evolved and where It's Heading, Routledge.

Podpis studenta: Datum:

Podpis vedoucího práce: Datum:

Prohlašuji, že jsem práci vypracovala samostatně s použitím uvedené literatury a zdrojů informací.

I hereby declare that I have worked on this B.A. Thesis independently and used only the sources listed in the bibliography.

V Plzni dne 20. dubna 2019   …………………………….

                                                                                      Jméno příjmení

Abstract

Míchalová Eva. University of West Bohemia. April, 2019. *The language of electronic communication*. Supervisor: Naděžda Stašková.

The purpose of the present bachelor thesis is to investigate the use and forms of computer mediated communication (CMC) among English speakers. Initially, the thesis explains differences between spoken and written form of the language. It closely explores mainly the area of written language and how it is used in CMC. Consequently, it describes typical features of both, asynchronous modes - i.e. email and text messaging, and synchronous modes - i.e. web chat and instant messaging. The thesis also aims on the strategies such as syntactical and lexical reductions to reduce time and space, the use of emoticons, acronyms and short messages. The characteristic linguistic features have been described in the theoretical part and investigated in the empirical part of the work using the research method which explores and compares the use of formal and informal structures in the CMC. The practical part includes a questionnaire which researches preferences of CMC users, from which the conclusion is drawn.

Texts in the practical analysis, i.e. email, web chat, instant messaging and SMS are enclosed to explain the linguistic and syntactic features. The texts include abbreviations, use of punctuation and use of non-alphabetical graphical means (emoticons, asterisks, capitalization).

KEY WORDS:

Table of Contents

1. INTRODUCTION

The aim of this thesis is to describe and analyse the development and practical examples of computer-mediated communication (CMC) and the use of CMC in language teaching and learning. Since the appearance of CMC in the 20th century the English language has gone through a period of rapid development of new vocabulary and a lot of new abbreviated forms of words have entered into the language. To most non-native speakers of English language is this form of the language unknown. Therefore, this thesis deals with the topic of computer-mediated communication (CMC) and introduces its history, the background of the language development and practical examples of formal and informal language.

The theoretical part covers the *Theoretical Background* which is focused mainly on the description of language structures and features, containing the main chapters: *Description of Written and Spoken Communication, Computer Mediated Communication, The Structure of an email, Paralinguistic features, Vocabulary in CMC*.

In the part *The Method of the Research* the work brings the *Practical Analysis* with several examples of texts of emails, web chat, instant messaging and SMS which are enclosed to explain the characteristics which were described in the Theoretical Part, such as abbreviations, use of punctuation, euphemism but also of non-alphabetical graphical means such as emoticons and capitalization. The enclosed samples used in this thesis are represented by electronic letters, SMS, messages from English speakers who use English as a second language. The examples of formal style are taken from the communication in business, and the examples of informal style are taken from the communication among friends. The texts are left unchanged and therefore the quotations from them may contain some misspelling or other mistakes. Moreover, the *Practical Analysis* brings a *Research* that has been provided to show the preferences of the Users of CMC.

The final part deals with the *Conclusions* of the method of the research, the results of the research on CMS and finally closes by the *Summary* written in the Czech language.

2. THEORETICAL BACKGROUND

2.1. Description of Written and Spoken Communication

As Crystal (2003) mentions in his Encyclopedia of Language, it is not easy to be systematic and objective about language study. Language belongs to everyone and the opinions of people differ. Moreover, language is public behaviour; the linguistic factors influence our judgement of personality, intelligence, social status, educational standards, job aptitude and other social areas (p.1). The written language in the antique period played the more important role while spoken language was seen as the derivation from the former[1] (Hard 2002, p.37). As Vachek (1973) explains that at the beginning of the 20th century the pre-functionalist group with very influential linguists such as Saussure, Sapir and Bloomfield, "were convinced of the incomparably superior status of spoken utterances which alone reflect language in its entirety" (p.11). The American linguist Leonard Bloomfield discusses the three levels of response people give to language. The first one is the actual usage, the second one are the view about language, often using some specific terminology and the third level are feelings with are connected with these opinion. (Crystal, 2003, p.1) Vachek also confirms that Bloomfield claimed that "writing is not language, but merely a way of recording language by means of visible marks" (p.11) In the 1930s the Ukrainian linguist Agenor Artymovyč required for written language "a status to a degree independent of that of spoken language" (Vachek 1973, p.14).

Concerning the definitions of these two norms, the spoken norm of language was defined as 'a system of phonically manifestable language elements whose function is to react to a given stimulus (which, as a rule, is an urgent one) in a dynamic way, i.e. in a ready and immediate manner, duly expressing not only the purely communicative but also the emotional aspect of the approach of the reacting language user' (Vachek 1973, p.15). Vachek (1976) suggests that concerning this issue, the relation between these norms of language is complementary and neither of the norms can be put before another in terms of subordination and superordination (p. 416).

According to Crystal (2004) prototypical spoken language is found in face-to-face interaction, which employs simultaneous multimodal channels for sending information to

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[1] Plato referred to the spoken language as primary

guide interpretation via visual, auditory, and in some cases even tactile cues. Face-to-face spoken communication is an interaction between two or more interlocutors present at the same time and place, and is often characterized as spontaneous and unedited, composed on the spur of the moment, as there often is no time to plan and correct the flow of conversation, which results in self-corrections, pauses, false starts, etc.

Written language is monomodal and linear, relying on visual representations of speech. Prototypical traditional written language is found in formal pen-and-paper (or type-written) letters newspaper articles and books. The traditional prototypical writing process is a solitary activity in which the writer has time to plan what to communicate and to edit, so that the reader is provided with a final version of a text without any trace of revision. It is often supposed to be fact that spoken language is characterized by a syntax that is less complex than that of written language, and that it employs less varied vocabulary (Chafe & Danielwicz, 1987)

2.1.1   Comparing the linguistic features of speech and writing

According to Crystal (2004) speech is typically time-bound, spontaneous, face-to-face, socially interactive, loosely structured, immediately revisable, and prosodically rich, while writing is typically space-bound, contrived, visually decontextualized, factually communicative, elaborately structured, repeatedly revisable, and graphically rich. Differences between speech and writing (Crystal, 1995)

Speech	Writing
Speech is time-bound, dynamic, transient. It is part of an interaction in which both participants are usually present, and the speaker has a particular addressee (or several addressees) in mind.	Writing is space-bound, static, permanent. It is the result of a situation in which the writer is usually distant from the reader, and often does not know who the reader is going to be (except in a very vague sense, as in poetry).
There is no time-lag between production and reception, unless one is deliberately introduced by the recipient (and thus, is available for further reaction on the part of the speaker). The spontaneity and speed of most speech exchanges make it difficult to engage in complex advance planning. The pressure to think while talking	There is always a time-lag between production and reception. Writers must anticipate its effects, as well as the problems posed by having their language read and interpreted by many recipients in diverse settings. Writing allows repeated reading and close analysis, and promotes the development of careful organization and

promotes looser construction, repetition, rephrasing, and comment clauses (e.g. *you know*, *you see*, *mind you*). Intonation and pause divide long utterances into manageable chunks, but sentence boundaries are often unclear.	compact expression, with often intricate sentence structure. Units of discourse (sentences, paragraphs) are usually easy to identify through punctuation and layout.
Because participants are typically in face-to-face interaction, they can rely on such extralinguistics cues as facial expression and gesture to aid meaning (feedback). The lexicon of speech is often characteristically vague, using words which refer directly to the situation (deictic expressions, such as *that one*, *in here*, *right now*).	Errors and other perceived inadequacies in our writing can be eliminated in later drafts without the reader ever knowing they were there. Interruptions, if they have occurred while writing, are also invisible in the final product.
Many words and constructions are characteristic of (especially informal) speech, such as contracted forms (*isn't, he's*). Lengthy co-ordinate sentences are normal, and are often of considerable complexity. There is nonsense vocabulary (e.g.*thingamajig*), obscenity, and slang, some of which does not appear in writing, or occurs only as graphic euphemism (e.g. $f***$).	Some words and constructions are characteristic of writing, such as multiple instances of subordination in the same sentence, elaborately balanced syntactic patterns, and the long (often multi-page) sentences found in some legal documents. Certain items of vocabulary are never spoken, such as the longer names of chemical compounds.
Speech is very suited to social or 'phatic' functions, such as passing the time of day, or any situation where casual and unplanned discourse is desirable. It is also good at expressing social relationships, and personal opinions and attitudes, due to the vast range of nuances which can be expressed by the prosody and accompanying non-verbal features.	Writing is very suited to the recording of facts and the communication of ideas, and to tasks of memory and learning. Written records are easier to keep and scan, tables demonstrate relationships between things, notes and lists provide mnemonics, and text can be read at speeds which suit a person's ability to learn.
There is an opportunity to rethink an utterance while the other person is listening (starting again, adding a qualification). However, errors, once spoken, cannot be withdrawn; the speaker must live with the consequences. Interruptions and overlapping speech are normal and highly audible.	Errors and other perceived inadequacies in our writing can be eliminated in later drafts without the reader ever knowing they were there. Interruptions, if they have occurred while writing, are also invisible in the final product.
Unique features of speech include most of the prosody. The many nuances of	Unique features of writing include pages, lines, capitalization, spatial organization,

intonation, as well as contrasts of loudness, tempo, rhythm, pause, and other tones of voice cannot be written down with much efficiency.	and several aspects of punctuation. Only a very few graphic conventions relate to prosody, such as question marks and italics (for emphasis). Several written genres (e.g. timetables, graphs, complex formulae) cannot be read aloud efficiently, but have to be assimilated visually.

2.1.2 Medium

Concerning the medium itself, it is generally known that speech is transmitted by sounds produced by the vocal organs and therefore it uses a medium of "phonic substance" (Crystal 1995, p. 291). Speech occurs in real time, it is synchronous, and its distinguished features appear to be "immediateness and readiness" (Vachek 1976, p. 416). Hard (2002) advised that speech is also "multimodal"(p.37). As Crystal (1995) explains it means that except for acoustic signals the interlocutors employ also optical signals, it means they use body gestures, eye contact, posture and facial expressions (p. 249). The acoustic and optical signals are ephemeral – "as time proceeds participants can no longer observe that which was produced earlier" (Hard 2002, p. 43).

According to Crystal (1995) writing uses the medium of "graphic substance typically marks on a surface made by a hand using an implement" (p. 291). Vachek (1976) writes that preservability and permanency seem to be the outstanding feature of writing as writing can be reread and stored in the future (p. 416). In contrast to speech, writing is a "monomodal mode of communication", i.e. that there is only one channel (optical) through which the information are sent. In addition, writers, unlike interlocutors involved in spoken utterances, have no opportunity to check whether or not the message they tried to deliver was understood in the intended way, there is no immediate response. (Hard 2002, p. 43)

2.1.3 Function

Concerning the usage of speech in every day communication, it has to be pointed out that speech is used more frequently than writing. The main function of speech is to maintain social relationship as well as to provide interaction between individuals. Therefore, the function which predominates is connected with establishing and maintaining social relationship – i.e. phatic function. In addition, as it was mentioned earlier, speech is

multimodal and except for verbal meaning, it includes also non-verbal meaning, or paralinguistic features which are represented by intonation, speech rhythm (the combination of pitch, loudness, speed and silence), tone of the voice, body gestures, eye contact, posture and facial expressions. These non-verbal elements are responsible for conveying emotions and expressing "attitudinal meaning" (Crystal 1995, p.249). On this account, the function of speech which is no less dominating is that connected with expressing attitudes, feelings and emotions – i.e. emotive (expressive) function. Exchanging information (referential function) in case of speech fades into background. On the other hand, the main function of writing is based on the fact that writing is permanent and "very suited to the recording of facts and the communication of ideas, and to tasks of memory and learning". It is used for transmission of knowledge and information and therefore referential function appears to be predominant. Concerning prosody, it has to be pointed out that it is not fully represented in the written norm of language and thus expressive function is fairly limited. (Crystal 1995, p. 291)

2.2   English as a Global Language

The newspaper Globe and Mail (Toronto, 12 July 1997) has brought a headline *English Rules* which is an actual example, presenting to the world an uncomplicated scenario suggesting the universality of the language's spread and the likelihood of its continuation. (Crystal, 2003, p.1). English is nowadays a leading language in Computer Mediated Communication. How can the language become global? Crystal (2003) explains the term of a Global Language in the following way. A language achieves a genuinely global status when it develops a special role that is recognized in every country. The 'special role' includes the following layers. The first one is the most evident in countries where large numbers of the people speak the language as a mother tongue. For English it means the USA, Canada, Britain, Ireland, Australia, New Zealand, South Africa, and several Caribbean countries. To achieve the status of a global language, the language has to be taken up by other countries around the world. (p.3)

There are two main ways when the language can be recognized as global. According to Crystal (2003) Firstly, a language can be made the official language of a country, to be used as a medium of communication in such domains as government, the law courts, the media, and the educational system. Then there is used the term 'second language' or 'official language', as a complement to a person's mother tongue. The role of

an official language is today best illustrated by English, which now has some kind of special status in over seventy countries enlisted in the enclosure on the page 45 - 47 *Speakers of English in territories where the language has had special relevance.* John Wallis (1972) answers in his preface to the Grammar of the English language the question of many: Why English? He explains that there is clearly a great demand for the language from foreigners, who want to be able to understand the various important things in English, also all kinds of literature, including professional literature are widely available in English editions. (in Kemp, 1972, p. 105)

Why English? The historical context
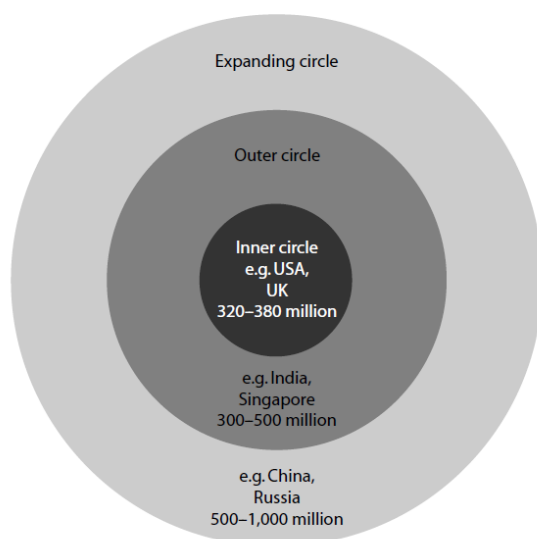
The three 'circles' of English

Crystal (2003), p.61

Another point of view is the political development, as Crystal describes (2003) Most of the pre-twentieth-century commentators would have had no difficulty giving a single, political answer to the question 'Why World English?' They would simply have pointed to the growth of the British Empire. (p. 78). The development of industry - the access to knowledge was also much helped by progress in transportation. During the first half of the nineteenth century, the growth of new transport systems, especially the steamship and the railway, began the process of bringing people closer together. During the second half, the growth of new communication systems, especially the telegraph and telephone, made contact between people virtually instantaneous. (Crystal 2003,p. 82). This development was followed even more intensively with the development of the modern communication of the 20th century – television and radio broadcasting, film

industry and popular music. The new millennium launched a new dimension of the global language - the internet, CMC and also the international travelling. Crystal noted (2003) that in the tourist industry, for example, worldwide international arrivals approached 700 million in 2000.

2.3   Computer Mediated Communication

This term is commonly used under the abbreviation CMC can be explained as "communication that takes place between human beings via the instrumentality of computers" (Thurlow, Lengel, & Tomic, 2004). Simpsons has described (2002) the term CMC as an umbrella term which refers to human communication *via* computers. Temporally, a distinction can be made between synchronous CMC, where interaction takes place in real time, and asynchronous CMC, where participants are not necessarily online simultaneously. Synchronous CMC includes various types of text-based online chat, computer, audio, and video conferencing; asynchronous CMC encompasses email, discussion forums, and mailing lists. CMC can take place over local area networks (LANs) or over the Internet. Internet CMC, as well as allowing for global communication, also provides for the added dimension of hypertext links to sites on the www, and to email addresses. The Internet is an association of computer networks with common standards which enable messages to be sent from any central computer (or *host*) on one network to any host on any other.

2.3.1   History of Computer Mediated Communication

According to Thurlow, Lengel and Tomic (2004) the Computer mediated communication known as the CMC has been around since the first electronic digital computer was invented (some time during World War II), or at least since the first recorded exchange of prototype emails in the early 1960s. (p.14)
As written in the A brief history of email: dedicated to Ray Tomlinson (2019):
The first example of email can be found on computers at MIT in a program called "MAILBOX", all the way back in 1965. Users of MIT computers could leave messages with this program on computers at the university for other users, who would see the messages the next time they logged on to the computer. The system was quite effective, but only if the people wishing to communicate with each other were regularly using the

same computer. In 1969, the US Department of Defense implemented ARPANET (**A**dvanced **R**esearch **P**rojects **A**gency **Net**work), a network connecting numerous computers across the department for the purpose of communication within the organisation. On October 29th 1969, the first message was sent from computer to computer on ARPANET. It was 1971 when Ray Tomlinson invented and developed electronic mail, as we know it today, by creating ARPANET's networked email system. The concept of nearly instantaneous communication between machines within an organisation proved to be so beneficial and practical that the concept soon began to spread. However, with the advent of internal networks the protocols for sending messages became more complex. The "@" symbol was probably the most enduring contribution of Ray Tomlinson to the internet. Indicating a destination for a message became as simple as addressing it: "username@name of computer"**,** which is essentially how email has been addressed ever since. By 1993 the word "electronic mail" had been replaced by "email" in the public lexicon and internet use had become more widespread. Over the next few years, America Online (AOL), Echomail, Hotmail and Yahoo shaped the World Wide Web. In the late 1990's internet use exploded, growing from 55 million users worldwide in 1997 to 400 million by 1999.

According to the Statista webpage the number of users in January 2019 was 4.4 billion, see the chart in the enclosure p.49.

2.3.2   The language of the electronic media

As Marshall Mc Luhan pointed out in 1962: "The medium is the message." The methods by which we communicate not only affect the way we speak and write, but may also influence the way we think and act. The extra significance is even reflected in the spelling, in languages which use capital letters: this is the first such technology to be conventionally identified with an initial capital. We do not give typographical enhancement to such developments as 'Printing', 'Publishing', 'Broadcasting', 'Radio', or 'Television', but we do write 'Internet' and 'Net' (Crystal, 2004)

2.3.3 Netspeak

Crystal (2004) has provided the explanation of the term 'Netspeak' is an alternative to 'Netlish', 'Weblish', 'Internet language', 'Cyberspeak', 'Electronic discourse', 'Electronic language', 'Interactive written discourse', 'Computer-mediated communication' (CMC), and other more cumbersome locutions. 'Netspeak', as a term, being given some popular currency – following the Orwellian introduction of *Newspeak* and *Oldspeak* in *1984*, later developments such as *Doublespeak* and *Seaspeak*, and media labels such as *Royalspeak* and *Blairspeak.* From the perspective of this book, it is broader than *Webspeak*, which has also had some use. As a name, *Netspeak* is succinct, and functional enough, as long as we remember that 'speak' here involves writing as well as talking, and that any 'speak' suffix also has a receptive element, including 'listening and reading'. The Internet is a medium almost entirely dependent on reactions to written messages, awareness of audience must hold a primary place in any discussion. The core feature of the Internet is its real or potential interactivity.

Crystal (2004) has also pointed out that written English shows developments well beyond the stage of the literal use of *.com.* This suffixes one of several domain names (with some US/UK variation) showing what kind of organization an electronic address belongs to: *.com* (commercial), *.edu* or *.ac* (educational), *.gov* (governmental), *.mil* (military), *.net* (network organizations), and *.org* or *.co* (everything else). As Knowles (1997) has mentioned the *e*-prefix must have been used in hundreds of expressions. *The Oxford dictionary of new words* (1997) had already noted *e-text*, *e-zine*, *e-cash*, and *e-money*. The examples include: *e-tailing* and *e-tailers* ['retailing on the Internet'], *e-lance*['electronic free-lance'] and *e-lancers*, *e-therapy* and *e-therapists*, *e-management* and *e-managers*, *e-government*, *e-bandwagon*, *e-books*, *e-conferences*, *e-voting*, *e-loan*, *e-newsletters*, *e-security*, *e-cards*, *e-pinions*, *e-shop*, *e-list*, *e-rage*, *e-crap*, and (Spanish) *e-moci´on.*

2.4   Definitions of Asynchronous and Synchronous Communication

According to Linux, the Asynchronous Communication is the exchange of messages, such as among the host on the network or devices in a computer, by reading and responding as schedules permit rather than according to some clock that is synchronized for both the sender and receiver or in real time. It is usually used to describe communications in which data can be transmitted intermittently rather than in a steady

stream. Real time refers to sensing and responding to external events nearly simultaneously with their occurrence. Although real time operations are typically thought of as being fast, this does not necessarily have to be the case: slow systems can allow slow real time operations, and fast operations are not necessarily real time.

Most communications between devices within computers (e.g., between the CPU and disk drives) and between computers and external devices (e.g., modems and printers) are asynchronous. Asynchronous communications also include computer-based exchanges of messages for which the participants need not be available or online at the same time, but, rather, read and respond as their schedules (and desires) permit. Examples include e-mail, discussion boards and text messaging over cell phones.

The Synchronous Communication is direct, which means that all parties involved in the communication are present at the same time or real time of communication. Examples include telephone conversations and instant messaging, Skype conversation.

Asynchronous Communication ► OCCURS AT DIFFERENT TIME

Examples: voice mail, email, reservation forms (booking.com), etc.

Synchronous Communication = SIMULTANEOUS

Examples: face – to – face communication, telephone, Skype conversations, etc.

2.4.1 Social media platforms

The social media platforms have been used since the millennium. Writing on a social medial platform is different to writing an email. However, the formality, tone and politeness must be considered. Short forms of messages or text with missing words (elision) are commonly used on Facebook, Instagram or Instant messaging. The following summary brings short characteristics of each platform. (Emmerson, 2013, p. 72)

Instant messaging (IM)

The messages are sent on a mobile phone, a text message can be called simply a "text" and it belongs to the asynchronous type of communication. Whereas, the Instant messaging (IM) is online and people often reply immediately. It is also possible to write to

more people at once or to open a chat group. Therefore this type of communication is considered as synchronous. This style of the language is very informal, using short forms, missing words, etc. At first, the Yahoo Messenger and Microsoft Messenger were the top platforms. Skype application added the option of voice and camera, which opened the new possibilities for videoconferencing and videophone calls. The social media has increased on popularity with the arrival of smartphones.

Facebook

At the beginning Facebook was used for posting text and photographs, commenting other users´ posts. Nowadays, FB is one of the largest platforms which integrates media services, instant messaging and images, which can be uploaded from another application (Instagram). Facebook also allows businesses and professionals to create FB pages which other users can follow by adding like to the page. Having a FB profile means to keep in touch with friends and family easily, share photos and news without sending an email. FB can be used to promote the business or event. People with similar interest can join into groups and make new friends. (Emmerson, 2013, p. 72)

Google+

This platform offers users to set up several circles of contacts within Google+ (G+). It is possible to separate personal friends from professional contacts. To connect with people, it is necessary to add them to circles. The circles can be created by each user, and the G+ circles differentiate from other social media tools. Posting updates and photos is done in a similar way to Facebook. However, it is possible to choose the scope of visibility, depending on the circles. It is also possible to share the post with just one person from a circle, so no one else will see it. (Emmerson, 2013, p. 75)

LinkedIn

LinkedIn (LI) is a social networking site targeted on professional users. People can create a profile, add the CV/resume and build up a network of professional connections. A key feature of the LI is the different professional group. These can be general – e.g. for all lawyers, or very specific – e.g. lawyers in a specific area or town. Users can join any professional groups by posting their area of business or enter a discussion in professional groups. LI also bring the Job section, which is platform for users who are seeking new

opportunities. Companies advertise their offers and also employers can read profiles of users and contact them directly. The style of the language is more careful and structured compared to the other social media platforms. (Emmerson, 2013, p.76)

Twitter

Twitter is a website where users can post messages called the 'tweets' of up to 140 characters long. If someone 'likes' the posted tweet, he can 'follow' it and it means that the tweets which he liked will appear in their timeline. Once a user has sent a tweet, there are several possible responses from other Twitter users. They may send the message, either a general tweet that continues the conversation for everyone to read and respond to it, or a private direct message which will arrive by email as well as Twitter. It is also possible to retweet the message, i.e. to send it to own followers. The typical feature for the Twitter is the use of hashtag sign (#), e.g. if a user types '#esl' into the Search box it will seek tweets relating only to English as a second language. However, this example includes tweet aimed at both teachers and learners. (Emmerson, 2013, p.77)

Description of social media according the scope of use, described by Emmerson (2013)
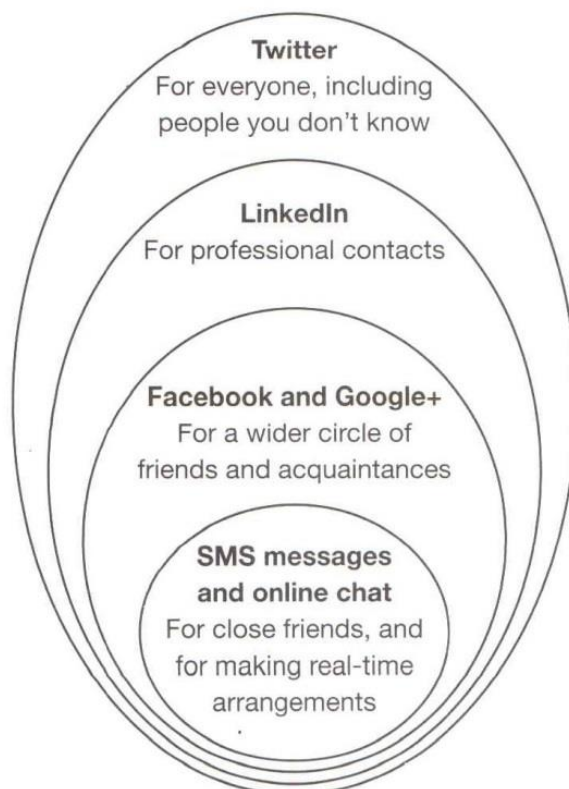
2.5   The Structure of an email

An e-mail consists of a series of functional elements, which are similar in purpose to traditional letters and memos. The structure of an email includes upper area *The header or heading* and a lower area for the main text - *the body or message*. The final part consists of the *Greetings and farewells*. The several examples of formal and informal emails in the enclosure no.2

2.5.1   Formality x Informality

Most of the emails are written in the neutral style, however, there appear some elements of formality or informality depending on the context. It is possible to mix the styles to some extents. However, mixing the formal and informal should not occur. There are some features which are specific for emails: "the limitations imposed by the screen and the associated software; and the dynamic nature of the dialogue between sender and receiver" (Crystal, 2004). Email software usually contains a lot of possibilities of how to format the text (e.g. colour and size of the font, but these devices are not usually fully employed as the majority of email users do not know how to handle them. The limitations imposed by the screen consist in the generally accepted idea that the body of a message should not extend beyond the screen, in other words: "the body of a message should be entirely visible within a single screen-view, without any need for scrolling" (Crystal, 2004)

Emmerson (2013) has formulated simple characteristic features for the styles.

Formal Style is a style of an old- fashioned letter. Ideas are presented politely and carefully, there is a wide use of fixed expressions and formal words of Latin or French origin. Grammar and punctuation are very important. The formal style is used in business emails to make a good impression or in case if the subject of the matter is serious, i.e. complaint. In some cultures the formal style is expected. The use of contracted forms is avoided.

Neutral Style is the most common style in professional or work email. The writer and reader are both familiar with the topic and are busy, so the language is simple, clear and direct. There is often a friendly opening line. Sentences are short and there is a use of contracted forms – *I´m, I´ve been*…etc.

Informal Style is the style for emails between friends. The email may include personal news, funny comments etc. This style is close to speech, includes informal words and conversational expressions.

2.5.2 Structure elements

The structure elements in an email include:

Subject line - it is what the reader/receiver can see in his inbox. The subject line should be short and refer to the content of the email if the information is missing or misleading the reader may not read it.

Salutation – depending on the style formal/informal salutation – see the Chart 2.5.2.2

Introduction – initial phrase depending on the formal / informal style – see the Chart 2.5.2.

Body – the main content of the email

Closing – includes the final phrase and farewell greeting - see the Chart 2.5.2.2

2.5.2.1 Headers, Greetings and farewells

According to Crystal (2004), *The header* of an email can be regarded as a virtual envelope, which determines from and to whom the message will be sent and delivered. It usually consists of several parts: the "From" box, the "To" box, the subject line, the "Date" box (the date and the time an email was sent), carbon copy (Cc. :) and blind carbon copy (Bcc. :). These parts can be found in various sequences, depending on the software a particular user uses.

The body of the e-mail, this too can be viewed in terms of obligatory and optional elements. The obligatory item is, patently, a message of some sort. What is interesting is the extent to which it is preceded by a *greeting* (or *salutation*, *opening*) and followed by a *farewell* (or *signature*, *closing*). The topic of *Greetings and farewells* is closely explained the following chapter.

2.5.2.2 Greetings and farewells – examples based on Emmerson (2013)

	Formal	Neutral	Informal
Initial greeting	Dear Sir or Madam, / Dear Mr or Mrs Smith,	Dear Judy,	Hi Pat,
Introduction	Thank you for your letter of 26 February.	I´m sorry I haven´t been in touch for such a long time.	How are you doing?
Suggestions	I enclose an invitation for the banquette…	Would you like to meet me next week?	What about going to the cinema?
Final phrase	I look forward to hearing from you	I´m looking forward to hearing from you.	Can´t wait to see you all.
Farewell greeting	Yours faithfully/ Yours sincerely	Best wishes	All the best/ Love

2.6 Paralinguistic features

Russell (2001) has explained the definition of Paralinguistic Features as the range of gestures, facial expressions and tones of voice that accompany conversation. Body language is typical paralinguistic feature. However, in text-based computer communication, the use of paralinguistic features is limited and they can be conveyed by emoticons, colour choices, capitalization, font and the use of non-alphabetical or abstract characters. These devices help to imitate body language, intonation or pitch or feelings.

2.6.1 Emoticons

According the Rezabek and Cochenour (1998) emoticons "provide support to written communication, in much the same way, that visuals or body language can enhance the verbal communication." Therefore they can be compared the use of body language in a written form. The emoticons consist of keyboard symbols which resemble the facial expressions. They are usually situated at the end of the sentence, referring to the previous statement, and inform the reader of the message about the writer's situational mood. As

Hard (1998) mentioned the use of emoticons is a strategy for overcoming the difficulties of written language as the sender can convey non-verbal information in writing, feelings or mood, which would take considerable effort to express in words, and would have been transmitted simultaneously if spoken (voice quality, facial expressions, gaze, gestures etc.) Crystal (2001) specified two basic types of emoticons: those expressing positive attitudes and those expressing negative attitudes: :-) or :), :-(or :(.

There are of course thousands of emoticons derived from these basic types and it may results in misunderstanding. It is plain that they are potentially helpful but extremely crude way of capturing some of the basis features of facial expression, but their semantic role is limited. The emoticons can express a large scale of readings (including happiness, sympathy, good mood, delight, to amusement, etc.) referring to the verbal context (Crystal 2001, p.36). Emoticons are used in both types of communication – asynchronous (informal emails, SMSs) and synchronous (instant messages).

Chart of emoticons – examples based on Crystal (2004) after Sanderson (1993)

Basic smileys	Meaning
:-)	pleasure, humour, etc.
:-(	sadness, dissatisfaction
;-)	winking (in any of its meanings)
;-(:~-(	crying
%-(%-)	confused
:-o 8-o	shocked, amazed
:-] :-[	sarcastic
Joke smileys	**Meaning**
[:-)	User is wearing a Walkman *[2]
8-)	User is wearing sunglasses
B:-)	User is wearing sunglasses on head
Joke smileys	**Meaning**
:-{)	User has a moustache
:*)	User is drunk
:-[	User is a vampire

---

[2] Walkman – a device used in the 1980s – 1990s was a portable cassette player allowing people to listen to music while walking.

:-E	User is a bucktoothed vampire
:-F	User is a bucktoothed vampire with one tooth missing
:-~	User has a cold
:-@	User is screaming
-:-)	User is a punk
-:-(	Real punks don't smile
+-:-)	User holds a Christian religious office
0 :-)	User is an angel at heart
Smiley stories	**Meaning**
:-) 8-) 8-{)	A smiley to disguise himself gets glasses and a fake moustache
C:-) >[] C8-)	A smart smiley left watching too much TV

Further emoticons using Alt + key shortcuts and emojis are enlisted in the enclosure on the page 48.

2.5.2   Capitalization

As Crystal (2001) mentioned the paralinguistic features of spoken language (intonation, tone of voice, speed or rhythm) are fairly limited in text-based computer mediated communication and therefore there have been "desperate efforts to replace it in the form of an exaggerated use of spelling, punctuation, the use of capitals" (p. 34).

Examples of capitalization:
all capitals for 'shouting': I SAID NO
letter spacing for 'loud and clear': WH Y N O T, w h y n o t

Examples of adding more emphasis:
DO YOU HAVE THE YEN TO BE A MILLIONAIRE?
'DON'T GO TO SLEEP WITHOUT READING THIS'
'Technology for YOU'
'For Serious Marketers ONLY!' (Crystal, 2004, p.84)

2.7   Stylistic features

This chapter describes some typical stylistic features used in the contemporary email correspondence; the main focus is on the use of text talk and the use of acronyms.

2.7.1   Euphemism

Russell (2001) explains that the use of euphemisms in many circles also encourages the growth of abstract language. People seem to be frightened of expressing themselves in plain, straightforward phrases. The use of euphemism is commonly used in the medical, political, legal, sports areas where it is necessary to avoid being judgemental or formal.
Examples of euphemism:

Phrase	→	*Euphemism*
Can you help me?	→	*I wonder if you could help me?*
I want to use your phone	→	*Would you mind if I used your phone?*
She is a terrible cook.	→	*She certainly is not the best cook in the world.*

2.7.2   Neologisms

As Russell introduces (2001), new technologies, new immigrant, new way of working, shopping, socializing and worshipping, increase foreign travel, and new eating habits have all brought new words flooding into English at a rate unprecedented since the Renaissance. In the new millennium cam the Internet and World Wide Web which have generated a new style of vocabulary. E.g. *eco-warrior, nerd, happy-clappies but also banner ad, blogs, hyperlinks,* etc. The increasing stock of new words make the dictionaries that list them a vital tool. (p.235)

2.7.3   Idioms and fixed expressions

Idioms are fixed expressions with meaning that are usually not clear or obvious. The individual words often give you no help in deciding the meaning. For example the expression to feel under the weather, which means to feel unwell. These fixed expressions are fairly unknown to non- native speaker, but the context of the sentence usually helps to find out the meaning. (McCarthy, 1994, p. 148)

Types of idioms can be divided as below, according to:

Grammatical structures

	Idiom	Meaning
Verb + object	*to get the wrong end of the stick*	to misunderstand
Verb + preposition	*to be in the red*	to be in a negative balance

By meaning

	Idiom	Meaning
Describing character	*He is a pain in the neck*	a difficult person

By verb or other key word

	Idiom	Meaning
	We should *make a move*.	Go
	Give or take	compromise

Describing people

	Idiom	Meaning
	She is *round the bend.*	Crazy

A list of typical idioms with their meaning (Soars, 1998, p. 114):

to have time to kill	to have free time
to get cold feet	to lose courage
to go through the roof	to get angry
to bury your head in the sand	to be ignorant
to have butterflies in the stomach	to be nervous
to fall head over heels in love	to fall in love passionately
to be over the moon	to be thrilled
to be a piece of cake	to be easy
to break the ice	to start the conversation
to be sick as a dog	to be very ill
to hold your horses	to be patient
until the cows go home	for a long time
to rise and shine	to be happy

Other examples of idioms (Soars, 2003, p.74)

I don't want to *point the finger* at anyone. (name)

When we set up the business we *had a few hiccups*. (troubles)

I couldn´t solve the problem at all, and then the answer came to me *in flash*. (suddenly)

She was *glowing* with pride. (happy)

She was in *flood of tears*. (cried)

2.7.4 Similes

Similes are usually easy to understand. Fixed similes are not neutral but they usually bear informal/colloquial meaning, therefore they are used in informal language. (McCarthy, 1994, p. 152)

Examples:

You must have known that your old uncle is *as blind as a bat*. (poor eyesight)

She is as *thin as a rake*. (very slim)

The children were into something naughty they were *as quiet as mice*. (silent)

Similes as pairs of opposites:

As heavy as lead x *as light as feather*

As black as night x *as white as snow*

Similes with sound patterns:

As brown as a berry, as good as gold, as cool as a cucumber

Similes using *like*:

He eats *like a horse* and drinks *like a fish.*

I slept *like a log*.

She is *like a bull in a china shop*.

2.7.5 Binomials

Binomials are often idiomatic expressions where two words are joined by a conjunction and, the order of the words is fixed. Binomials are commonly used in informal situations, and are very natural for native speakers. (McCarthy, 1994, p. 154)

Examples:

It would be nice to have some *peace and quiet*. (calm moment)

He is unemployed and *down and out*. (without money)

The children were running *up and down* the street. (in both directions)

Binomials using the sound pattern:

Tears are *part and parcel* of growing up. (part of)

The hotel was *rough and ready*. (poor standard)

She has to *wine and dine* the guests. (entertain)

Binomials linked by other words than and:

Your T-shirt is *back to front*. (wrong way)

She will have to *sink or swim*. (survive or fail)

Slowly but surely, I realise the boat was sinking. (gradually)

2.7.6   Social expressions

The social expressions are commonly used in informal emails and messages. They often contain phrasal verbs or idiomatic phrases. Special social phrases are very common in telephone communication. These expressions are context sensitive, it means the expression is fixed, and the component part cannot change. It means we cannot use e.g. Hang on an hour. (Soars, 1998, p. 46)

Examples of common social expressions:

Let me see.	I need time to think about my decision.
Hang on a sec	Wait a moment.
I don´t care.	I have no interest in it
It´s a deal.	I agree with your suggestion.
How come?	How is it possible?
I was kidding.	I was joking.
I wouldn´t stand a chance	I have no hope in succeeding.

2.7.7   Discourse markers

Discourse markers are phrases whose job is to organise, comment on or frame the statements. They are used in speech, in CMC they are used in synchronous communication. (McCarthy, 1994, p. 200)

Examples:

Now, what shall we do next?

Good, I´ll ring you on Thursday.

Well then, what was that you wanted to talk about?

Fine/Great, let´s do it this way.

Mind you, it is November.

You see, I am only a secretary here.

Anyway, it´s been nice to talk to you.

2.8   Abbreviations

The English Club (2019) has explained abbreviations (from Latin brevier → brevis meaning "short") is a shortened form of a word or phrase used mainly in writing to represent the complete form. It usually has a full-stop at the end.

Examples: Lib. For Library / abbr. for abbreviation / approx. for approximate

The four main types of abbreviation are: shortenings, contractions, initialisms and acronyms.

2.8.1   Shortenings

Abbreviations where the end of the word has been cut off, for example:

App – application

Ad – advertisement

Approx. – approximately

Co. – company

Prof. – professor

2.8.2   Contractions

Abbreviations where the middle word or words have been cut out.

Examples:

Blvd – Boulevard

Dr – Doctor

Ltd – Limited

Ft – foot, feet

Don´t – do not

2.8.3   Initialisms

Abbreviations made from the initial letters of a group of words. The pronunciation of the initialisms is as separate letters.

Examples:

ATM – automatic teller machine

BBC – British Broadcasting Corporation

VIP – very important person

2.8.4   Acronyms

Abbreviations made from the initial letters of a group of words. The pronunciation of the acronyms is as a word not as separate letters. An important difference between acronyms and initialisms is that all acronyms can be spoken like a word, initialisms usually cannot or are not. Acronyms invariably contain vowels, initialisms rarely do.

Examples:

NASA - National Aeronautics and Space Administration

UNESCO – United Nations Educational, Scientific and Cultural Organization

Scuba – self- contained underwater breathing apparatus

2.8.5   Text Talk

Missing out words and short abbreviated messages are common in informal emails and messages where people know each other and they need to send a quick message in a busy working day. (Emmerson, 2013, p. 24)

According to Crystal (2001) some abbreviation used in the Netspeak conversations are used in both upper and lower case forms (p.85)

According to Smart Words (2019) not all of the short-hands can be assumed to be understood by the majorities of Internet or E-Mail users.

However, the following exceptions, which are fairly safe to use, because they are based on the pronunciation of their corresponding letter or digit: 2 – to, too, 4 – for, B- be, C – see, I – eye, O – owe, R – are, U – you, Y – why.

Acronyms used on the Internet (according Smart Words, 2019)

Acronym	Meaning
2F4U	too fast for you
4YEO FYEO	for your eyes only
AAMOF	as a matter of fact
ACK	acknowledgment
AFAIK	as far as I know
AFAIR	as far as I remember / recall
AFK	away from keyboard
AKA	also known as
B2K BTK	back to keyboard
BTT	back to topic
BTW	by the way
B/C	because
C&P	copy and paste
CU	see you
CYS	check your settings
DIY	do it yourself
DGMW	don't get me wrong
EOBD	end of business day
EOD	end of discussion
EOM	end of message
EOT	end of thread / .. text / .. transmission
FAQ	frequently asked questions
FACK	full acknowledge
FKA	formerly known as
FWIW	for what it's worth
FYI / JFYI	(just) for your information
FTW	fuck the world / for the win
HF	have fun
HTH	hope this helps
IDK	I don't know

IIRC	if I recall / remember correctly
IMHO	in my humble opinion
IMO	in my opinion
IMNSHO	in my not so humble / honest opinion
ICYMI	in case you missed it
IOW	in other words
ITT	in this thread
LOL	laughing out loud
MMW	mark my words
N/A	not available / applicable
NaN	not a number
NNTR	no need to reply
noob n00b	newbie
NOYB	none of your business
NRN	no reply necessary
OMG	oh my god
OP	original poster, original post
OT	off topic
OTOH	on the other hand
PEBKAC	problem exists between keyboard and chair
POV	point of view
ROTFL	rolling on the floor laughing
RSVP	repondez s'il vous plait (french: please reply)
RTFM	read the fine manual
SCNR	sorry, could not resist
SFLR	sorry, for late reply
SPOC	single point of contact
TBA	to be announced
TBC	to be continued / to be confirmed
TIA	thanks in advance
TGIF	thanks god, its friday
THX TNX	thanks

TQ	thank you
TYVM	thank you very much
TYT	take your time
TTYL	talk to you later
w00t	there it is; meaning "hooray"
WFM	works for me
WRT	with regard to
WTH	what the hell / what the heck
WTF	what the fuck
YMMD	you made my day
YMMV	your mileage may vary
YAM	yet another meeting

Acronyms used in text messages (according Crystal, 2001, p.85)

Acronym	Meaning
afaik	as far as I know
afk	Away from keyword
asap	As soon as possible
a/s/l	Age/sex/location
atw	At the weekend
awhfy	awhfy are we having fun yet?
bbfn	Bye, bye for now
bbl	Be back later
bcnu	Be seeing you
b4	before
bfd	big fucking deal
bg	big grin
brb	be right back
btw	by the way
cfc	call for comments
cfv	call for votes
cm	call me

cu	see you
cul	see you later
cul8r	see you later
cya	see you
dk	don't know
dur?	do you remember?
eod	end of discussion
f?	friends?
f2f	face-to-face
fwiw	for what it's worth
fotcl	falling off the chair laughing
fya	for your amusement
fyi	for your information
g	grin
gal	get a life
gd&r	grinning ducking and running
gmta	great minds think alike
gr8	great
gsoh	good sense of humour
hhok	ha ha only kidding
hth	hope this helps
ianal	I'm not a lawyer, but…
ic	I see; [in MUDs] in
icwum	I see what you mean
idk	I don't know
iirc	if I remember correctly
imho	in my humble opinion
imi	I mean it
imnsho	in my not so humble opinion
imo	in my opinion
iou	I owe you
iow	in other words

irl	in real life
jam	just a minute
j4f	just for fun
jk	just kidding
kc	keep cool
khuf	know how you feel
l8r	later
lol	laughing out loud
m8	mate
mtfbwu	may the force be with you
na	no access
nc	no comment
np	no problem
nwo	no way out
obtw	oh by the way
o4u	only for you
oic	oh I see
otoh	on the other hand
pmji	pardon my jumping in
ptmm	please tell me more
rip	rest in peace
rotf	rolling on the floor
rotfl	rolling on the floor laughing

2.8.5 Ellipsis

The definition of ellipsis based on Biber is 'the omission of elements which are precisely recoverable from the linguistic or situational context' (Biber et al.1999, p. 156). Ellipsis can divided according to its position in the clause.

- *Initial* - e.g. 'Off to school' (*I am* off to school.), Look forward to hearing from you. (*I* look forward to hearing from you.)
- *Medial* – e.g. He came home at 8pm, she at 9pm. (she *came* at 9pm)
- *Final* - e.g. Do you want to go to the cinema tonight? – I don´t want to. (I don´t want to *go to the cinema*.) (at Bache, C., & Davidsen-Nielsen, N. 1997, p.82).

3. THE METHOD OF THE RESEARCH

The aim of the empirical study is to investigate the practical use of the features described in the theoretical part, especially asynchronous modes - i.e. email and text messaging and synchronous modes - i.e. web chat and instant messaging. It closely explores mainly the area of written language and the way it is used in CMC. The practical analysis brings examples of the written language used in formal correspondence, informal correspondence and text messages, including syntactical and lexical reductions to reduce time and space, the use of emoticons, acronyms and short messages.

The samples for the practical analysis were selected from emails used in the correspondence in 2018. Some of the authors are native speakers, some are not native speakers, but they speak English fluently and use English as their second language. The texts are left unchanged and therefore the quotations may contain some misspelling or other mistakes. The names in the samples were shortened to initials. The texts contain only the body of the emails without the email addresses and dates. The bold phrases have been analysed below.

Furthermore, the research has been done through a survey of users of CMC. The survey included a questionnaire which researches preferences of CMC users, from which the conclusion is drawn. The respondents in the questionnaire were chosen among native speakers of English, students of English and business people who often travel abroad and use English as their second language. The age scope of the respondents was set from 12 to over 45, the younger respondents are students of the lyceum, the respondents in the age group over 35 are mainly business people. The questionnaire was published via Google documents and shared with the respondents by email and on Facebook.

3.1   Practical analysis

The practical analysis brings eighty examples of the written language used in formal correspondence, informal correspondence and text messages, including syntactical and lexical reductions to reduce time and space, the use of emoticons, acronyms and twenty-nine examples of abbreviations in short messages.

3.1.1   Formal emails

The phrases are excerpted from the full texts of the emails which are enclosed on the pages 52-54.

Sample 1

Dear Mr F   →   the formal greeting includes the name so the final phrase is
                                Yours sincerely.

I am writing to your advertisement. →   a typical formal phrase to open the email, the writer is aware of formal style of the language, not using any contracted forms

Alliance Francaise   →   a foreign collocation in the text which means
                                                                French Council

DELF level B2   →   DELF – examination of French language
                                                                Diplôme d'études en langue française

CV   →   Curriculum Vitae, CV is commonly used in an
                                                                abbreviated form

I look forward to hearing from you in the near future → a polite ending phrase before
                                                                final greeting, showing the interest of the
                                                                writer.

Yours sincerely,   →   a final greeting in formal letter if the opening
                                                                greeting is Dear Mr + name.

The content of this email is formal, the sender uses acronyms which are used in conventional letter of application.

Please kindly confirm to me. → ellipsis of a question: Could you please kindly confirm this to me?

right? → a discourse marker. The writer puts emphasis, instead of question tag, by adding the word right? at the end of the sentence and wants a confirmation from the receiver.

FSC → *Forest Stewardship Council* – an acronym using initialism, representing a norm in the wood processing industry

EXW → Ex Works - an acronym which reffers to the meaning that the seller fullfils his obligation to deliver when he has made the goods available at his premises to the buyer.

RSVP → an initialism derived from the French phrase *Répondez s'il vous plait* - meaning "Please respond" to require confirmation of an invitation

ASAP → as soon as possible, common abreviation in the business emails.

BW → Best wishes, common greeting in the neutral business emails

The content of the email is formal, the sender used a lot of abbreviated words which are commonly used in Business English in order to make the communication faster.

Sample 3:

Dear Customer → general neutral formal greeting in an email used e.g. in tourism - airlines

see your new flight details below → a phrase for link to the updated information

PLEASE CLICK HERE TO ACCEPT THIS FLIGHT CHANGE ONLINE: → emphasis – capitalization – this is important message

has wrapped onto → a phrasal verb phrase,

The content of this email is formal, the sender uses capitalization to emphasize the important message.

Sample 4:

E? E0 or E5? → abbreviation for formaldehyde classes

MOQ → abbreviation for minimum order quantity

Both RO and LT → abbreviations for Romania and Lithuania

30 days net → idiomatic phrase in business English- the payment is due in
30 days after the purchase

Thanks !!! → emphasis - exclamation

I am looking forward to your best possible price and future cooperation! →
emphasis - exclamation mark at the end of the sentence to draw attention of the reader.

The content of the email is formal, the sender used a lot of abbreviated words which are commonly used in Business English in order to make the communication faster

Sample 5:

we can manage it all → emphasis – we can - confirmation

Oxidant 36 or 40/62 is OK → elision and abbreviation – types of the solutions

Stairs - grinding and new oil? → elision of the question– Do you need grinding and
new oil coating?

Carpets, floorboards OK. → elision – confirmation, emphasis - OK

It is for 3 people for sure. → abbreviation – 3 – three, emphasis – for sure.

Sample 6:

Wed, 21 Nov 2018 → abbreviation, Wednesday, the 21st November 2018

Black and Tan Hovi → abbreviation, black and tan hovawart – a dog breed

Sample 7:

I have only the text not a world file of brochure → euphemism

Please see and tell me if it can be ok → idiomatic phrase OK

4.1.1 Informal emails

The phrases are excerpted from the full texts of the emails which are enclosed on the pages 55-56.

<u>Sample 8:</u>

Dear Olivia   → informal greeting

How is everything going?   → Idiomatic phrase – How are you?

Because I do   → Ellipsis and emphasis.

I can´t wait   → contracted form can not

Yes,   → emphasis

stuff   → informal for things

They are identical twins!   → Exclamation, emphasis

Not even   → emphasis

little bit harder   → euphemism

(lol)   → laughing out loud

Actually   → a discourse marker

I can´t believe you are coming in a few weeks! → exclamation, emphasis

With love and big hugs   → final informal greeting with close friends/family

<u>Sample 9:</u>

Greetings from **ENGLAND**.   → emphasis – capitalization

We were **just looking** at Dexi, and **smiling**. → ellipsis, we were smiling.

Dexi wants to **play hard**.   → idiomatic phrase

Poor old boy.   → metaphorical phrase

We hope all is well with **all 3 of you.**   → abbreviation – all three

<u>Sample 10:</u>

schoolm8s   →   schoolmates

HW   →   homework

Pls   →   please

fyi   →   for your information

gr8   →   great

Hth   →   hope to hear

sth   →   something

| **b4** | → | before |
| **Cya** | → | See you. |

<u>Sample 11</u>

f	→	friend/friends
nt	→	next time
fyi	→	for your information
´cause	→	because
atw	→	at the weekend
Btw	→	by the way
☺	→	emoticon – happy face
Cul8r	→	See you later.

<u>Sample 12:</u>

Lovely to see you both on Saturday	→	initial ellipsis – **It was** lovely to see..
FB	→	Initialism - **Facebook**
the patch-up job	→	Idiomatic phrase - repair
Love and best wishes to you all	→	final greeting in an informal way

The style of all five samples is informal, typically used in the email correspondence with friends. The senders use idiomatic phrases, acronyms, initialisms, and ellipsis. The phrases are short and understandable for the receivers.

4.1.2 Text messages/instant messages

In the following samples are taken from the instant messages used by the author of the thesis and her friends who are mainly native speakers.
There are typical examples which include acronyms and missing words. However, the messages are still understandable. The main purpose for the use of the acronyms is that the writer is in a hurry, therefore he/she uses the acronym to save his/her time.

<u>Samples of abbreviations used in the messages:</u>

Hi E., call U l8tr.	→	Hi Eve, I will call you later
Can´t speak.	→	I cannot speak now.
CU tom. at 8pm.	→	See you tomorrow at 8 p.m.

Can U make it on Mon?	→	Can you make it on Monday?
SFLR	→	Sorry for late response.
Mtfbwu.	→	May the force be with you.
jam	→	Just a minute.
CU at 7 at cine.	→	See you at 7pm at the cinema.
B 15min l8.	→	I will be 15 minutes late.
Can U CM tom mor?	→	Can you call me tomorrow morning?
2 l8 4 calling.	→	Too late for calling.
HF CU soon.	→	Have fun, see you soon.
CU atw.	→	See you at the weekend.
FYI FB is off now.	→	For your information, Facebook is not working.
Sth´s come up.	→	Something has come up.
Gr8 idea!	→	Great idea!
IDN.	→	I don´t know.
Maybe on Sun.	→	Maybe on Sunday.
It was really DIY job.	→	It was really do it yourself job.
BTW, the meal was gr8!	→	By the way, the meal was great!
Call U l8r this eve	→	I will call you later this evening.
Gr8 to CU again.	→	It was great to see you again.
Tnx 4 the invite.	→	Thanks for the invite.
Speak to U b4 the exam.	→	I will speak to you before the exam.
HNW	→	Have a nice weekend.
TQ 4 your help.	→	Thank you for your help.
Look fwd to it.	→	I look forward to it.
Pls CM l8r.	→	Please call me later.
Tnx. CU at 9pm	→	Thanks. See you at 9pm.

The style of all the above mentioned samples is informal, the messages are short in order to save time. The senders use acronyms, initialisms, and ellipsis. Although the words are shortened the messages are still comprehensible.

4. QUESTIONNAIRE

The form of questionnaire has been chosen as an effective method of analysis. The Questionnaire on Computer Mediated Communication has explored the users' preferences in this area. The Questionnaire is available on:

https://goo.gl/forms/9toE5JmPsPempSqM2e

The survey has taken place since the beginning of February and 49 responses have been entered into the following analysis. The users have been chosen among English speaking students, adult learners and people using English in the business environment.

The questions covered the area of CMC use and preferences of the users, as follows:

1) What kind of communication do you prefer?
2) How often do you send an email?
3) How many messages (SMS, instant messages) do you send a day?
4) What kind of communication for booking accommodation do you prefer?
5) Do you use abbreviated forms?
6) Do you use emotions or emojis in emails and messages?
7) How old are you?
8) What do you do?

4.1   Results of the survey and commentary

This part of the Thesis brings the results of the analysis in diagrams

1)   What kind of communication do you prefer?
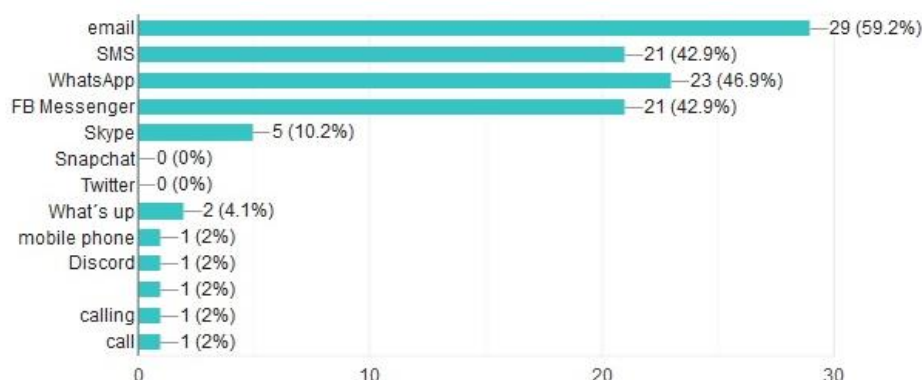
Most of the respondents use emails (59.2%), according the responses these users are usually older than 35 years old, the second most frequent way of communication is

WhatsApp (46.9%), the respondents are from all age groups. Surprisingly, a significant number of users still send SMS (42.9%), here prevailing again the users over 35 years old. FB Messenger is popular mainly among the younger users (42.9%) along with Skype (10.2%)

2)   How often do you send an email?
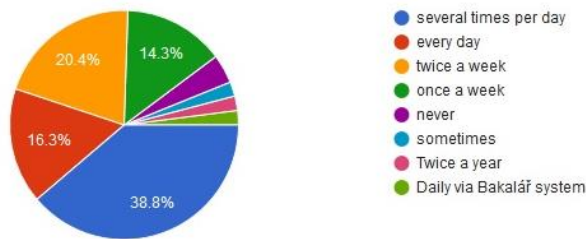
The results show that most of the respondents send emails several times per day (38.8%). Less than quarter of the respondents send an email twice a week. More than 16% send an email every day and 14.3% respondents send emails via Bakalář system. The results confirmed that students, teachers and office workers send emails more frequently than the other professions.

3)   How many messages (using SMS or Messenger) do you send every day?
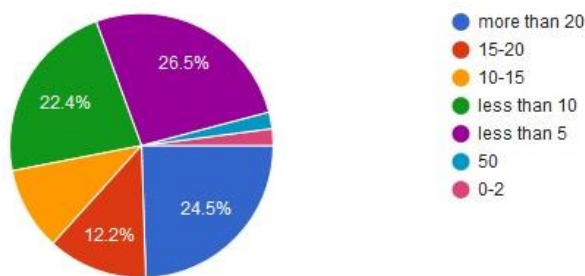
The responses to this question have revealed that most respondents send less than 5 messages per day (26%). However, there is a great deal of respondents who send more than 50 messages per day, mainly among the respondents younger than 25 years old. (24.5%) Less than quarter of the respondents send less than 10 messages per day. (22.4%)

4) What kind of communication for booking accommodation do you prefer?
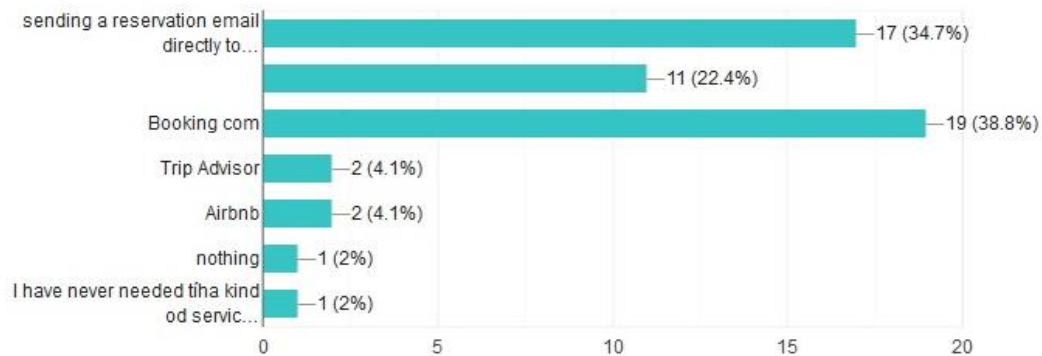
The results of this questions show that the most common way of CMC communication for booking accommodation is represented by the service Booking com (38.8%) which enables the user a quick and instant access to booking services. Although, there is still a significant number of respondents who prefer sending a reservation email directly to the hotel/ accommodation (34.7%) and thirdly the whole 22.4% of respondents prefer calling.

5) Do you use abbreviated forms or acronyms of words in messages?
e.g. cul8r, btw, f2f…etc. in order to save your time.
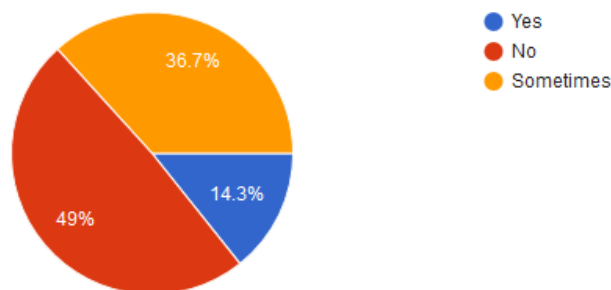

Regarding the fact that the most respondents are older than 35 years old, the majority of them do not use abbreviated forms or acronyms in their messages (49%). However, there is quite a significant amount of respondents who use acronyms or abbreviated forms sometimes (36. 7%) , only 14.3% of the respondents, mainly younger than 35 years old use the shortened words in their messages.

6) Do you use emotions or emojis in emails or messages?
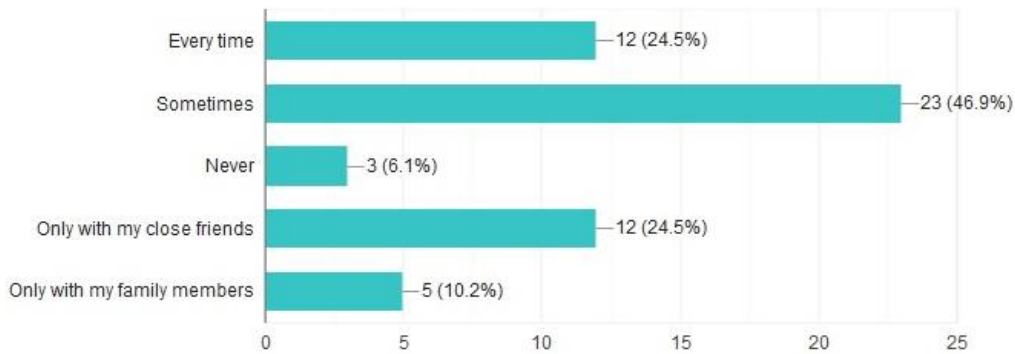
The results show that nearly one half of the respondents uses emoticons or emojis in emails or messages. Only 6.1% of respondents do not use emoticons or emojis at all. Nearly one quarter (24.5%) respondents uses the emoticons or emojis every time and mainly with their close friends. Only 10.2% use the emoticons in messages with the family members.

7) How old are you?
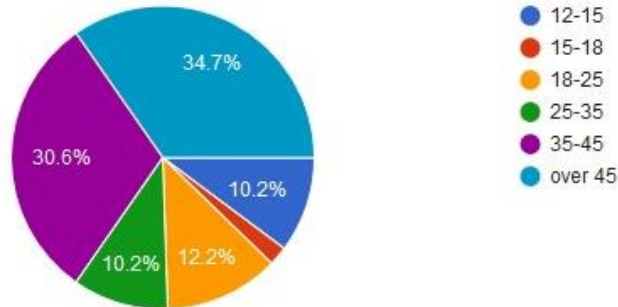
According the results of the survey, majority of the respondents are over 45 years old (34.7%), followed by the age group of 35 – 45 years old. The third age group 18-25 takes 12.2% of the respondents. The age group 25-35 represents 10.2% in the questionnaire, same as the age group 12-15 and finally the smallest percentage refers to the opinions of the age group 15-18 (2%). The age scope shows that the majority of the respondents are adults over 35 years old.

8)   What do you do?
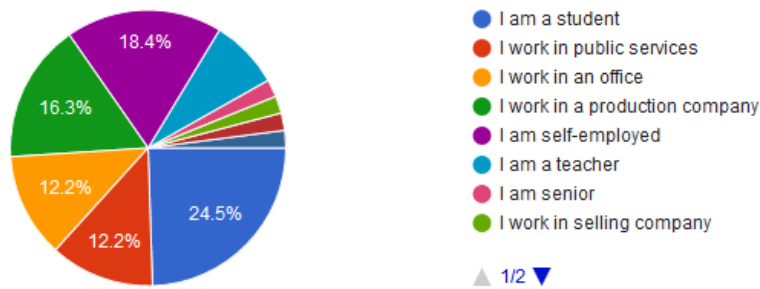
The aim of this question was to illustrate the respondents' professions. The largest group is represented by students (24.5%), the second largest group belong to the area of self-employed (18.4%), and the third segment is represented by respondents who work in production companies (16.3%), followed by 12.2% representing public services and office workers. The teachers represent 8.2% in this chart and 2% refer to seniors.

5 THE CONCLUSIONS

The objective of this Bachelor Thesis has been to investigate the use of computer mediated communication (CMC). In the theoretical part the thesis has explained differences between spoken and written form of the language with closer focus on the area of written language and how it is used in computer-mediated communication (CMC). Consequently, it has described the most typical features of both, asynchronous modes - i.e. email and text messaging and synchronous modes - i.e. web chat and instant messaging. The thesis has dealt with the topics such as syntactical and lexical reductions to reduce time and space, the use of emoticons, acronyms and short messages. The texts in the practical analysis, i.e. email, web chat, instant messaging and SMS have been enclosed to explain the linguistic and syntactic features.

Although, the empirical part of the thesis has researched the use of formal and informal structures in the CMC, it has also brought result of the survey which has been done through a questionnaire exploring preferences of CMC users. The users have been chosen among English speaking students, adult learners and people using English in the business environment. Based on the results of the practical part, it can be stated that boundaries between speech and writing in CMC are diminishing. Obviously, formal emails tend to have the similar organisation as letters and therefore they could be regarded as written discourse, on the other hand, informal emails are closer to a face-to-face conversation where the influence of CMC has had a greater impact. The examples of the texts introduced in the practical part of the thesis have brought a closer picture of the contemporary language which is used in the email correspondence. Moreover, the texts from the messages show that the abbreviations are used effectively and creatively, but they are still comprehensive. The results of the questionnaire show that more and more people use the CMC in everyday business and private life. Surprisingly, based on the results, the older generations are willing to adopt new technologies, too.

All things considered, the findings of the analysis and the questionnaire in the practical part of the thesis have proven that English as a language has been developing and it has kept its privileged position among other global languages and therefore it is used as an effective tool of communication all over the world. In teaching practice, the results and findings can be adopted into educational programmes, e.g. by teaching students of English on practical examples the use CMC not only in short messages, explaining the abbreviations and acronyms, but also describing the differences between formal and

informal language. The teachers may use the tools of CMC for creating on-line classroom chats, e.g. for sending presentations and materials from the lessons. The charts with text talk in the theoretical part of the thesis can be used as examples for the students of English to work with.

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RESUMÉ

Tato práce se zabývá využitím a formou CMC – počítačově řízené komunikace mezi anglicky mluvícími uživateli. V úvodní části je vysvětlen základní rozdíl mezi mluvenou a psanou formou jazyka s důrazem na využití v oblasti CMC. Dále je popsán rozdíl mezi asynchronním a synchronním způsobem komunikace. Emailové zprávy a klasické textové zprávy se považují za asynchronní způsob komunikace, vzhledem k časové prodlevě a způsobu zpracování, na druhé straně zprávy posílané přes webová rozhraní a aplikace jako např. Skype, FB Messenger, WhatsApp se považují za synchronní typ komunikace, jelikož uživatel obvykle reaguje okamžitě a odesílatel je schopen poznat zda je příjemce online. Synchronní komunikace se podobá běžnému hovoru, je neformální a díky rozšíření aplikací o tzv. emotikony nabízí shrnutí pocitů za použití emotikonu. Dále je tento typ komunikace rozšířen o zkrácená slova – akronymy, kdy odesílatel využívá zkrácené podoby slov pro rychlejší komunikaci, v případě kdy jsou tyto zkratky běžně používané a příjemce je srozuměn s jejich významem. Díky tomuto rozšíření se v anglickém jazyce ustálil termín text talk a tyto zkratky postupem času pronikli do asynchronní komunikace a v dnešní době zkrácené výrazy používají v obchodní angličtině pro termíny spojené s dovozem zboží a platebními podmínkami. Anglický jazyk si zachovává privilegium mezi ostatními světovými jazyky především díky své všestrannosti, srozumitelnosti a rozsahu využití, ale také v možnostech vývoje jazyka jako takového, tzn. využití nových slov v praxi. V praktické části práce přináší analýzu textů – emailové korespondence formální i neformální, využití a příklady akronymů a dalších prvků v CMC. Texty v praktické části pochází z emailové korespondence, zpráv a webových aplikací mezi anglicky mluvícími uživateli. Praktická část přináší také dotazníkové šetření, které proběhlo mezi uživateli CMC, výsledky tohoto průzkumu jsou součástí praktické části spolu s grafy a vysvětlením jednotlivých odpovědí. Nedílnou součástí jsou i přílohy, které doplňují informace jak pro teoretickou, tak pro praktickou část této bakalářské práce. Výstupy z praktické části – analýzy textů a dotazníkového šetření mohou být nadále využívány v praxi při výuce anglického jazyka.

ENCLOSURES

Speakers of English in territories where the language has had special relevance.

Territory	Population (2001)		Usage estimate[3]
American Samoa	67,000	L1	2,000
		L2	65,000
Antigua & Barbuda (c)	68,000	L1	66,000
		L2	2,000
Aruba	70,000	L1	9,000
		L2	35,000
Australia	18,972,000	L1	14,987,000
		L2	3,500,000
Bahamas (c)	298,000	L1	260,000
		L2	28,000
Bangladesh	131,270,000	L2	3,500,000
Barbados (c)	275,000	L1	262,000
		L2	13,000
Belize (c)	256,000	L1	190,000
		L2	56,000
Bermuda	63,000	L1	63,000
Botswana	1,586,000	L2	630,000
British Virgin Islands (c)	20,800	L1	20,000
Brunei	344,000	L1	10,000
		L2	134,000
Cameroon (c)	15,900,000	L2	7,700,000
Canada	31,600,000	L1	20,000,000
		L2	7,000,000
Cayman Islands (c)	36,000	L1	36,000
Cook Islands	21,000	L1	1,000
		L2	3,000
Dominica (c)	70,000	L1	3,000
		L2	60,000
Fiji	850,000	L1	6,000
		L2	170,000
Gambia (c)	1,411,000	L2	40,000
Ghana (c)	19,894,000	L2	1,400,000
Gibraltar	31,000	L1	28,000
		L2	2,000
Grenada (c)	100,000	L1	100,000
Guam	160,000	L1	58,000
		L2	100,000
Guyana (c)	700,000	L1	650,000
		L2	30,000

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[3]   L1 stands for people who have a variety of English as a first language, or mother tongue.
L2 stands for people who have learned a variety of English as a second language, in addition to their mother tongue

Territory	Population (2001)		Usage estimate[4]
Hong Kong	7,210,000	L1	150,000
		L2	2,200,000
India	1,029,991,000	L1	350,000
		L2	200,000,000
Ireland	3,850,000	L1	3,750,000
		L2	100,000
Jamaica (c)	2,665,000	L1	2,600,000
		L2	50,000
Kenya	30,766,000	L2	2,700,000
Kiribati	94,000	L2	23,000
Lesotho	2,177,000	L2	500,000
Liberia (c)	3,226,000	L1	600,000
		L2	2,500,000
Malawi	10,548,000	L2	540,000
Malaysia	22,230,000	L1	380,000
		L2	7,000,000
Malta	395,000	L1	13,000
		L2	95,000
Marshall Islands	70,000	L2	60,000
Mauritius	1,190,000	L1	2,000
		L2	200,000
Micronesia	135,000	L1	4,000
		L2	60,000
Montserrat (c)	4,000	L1	4,000
Nambia	1,800,000	L1	14,000
		L2	300,000
Nauru	12,000	L1	900
		L2	10,700
Nepal	25,300,000	L2	7,000,000
New Zealand	3,864,000	L1	3,700,000
		L2	150,000
Nigeria (c)	126,636,000	L2	60,000,000
Northern Marianas (c)	75,000	L1	5,000
		L2	65,000
Pakistan	145,000,000	L2	17,000,000
Palau	19,000	L1	500
		L2	18,000
Papua New Guinea (c)	5,000,000	L1	150,000
		L2	3,000,000
Philippines	83,000,000	L1	20,000
		L2	40,000,000
Puerto Rico	3,937,000	L1	100,000
		L2	1,840,000
Rwanda	7,313,000	L2	20,000
St Kitts & Nevis (c)	43,000	L1	43,000

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[4]   L1 stands for people who have a variety of English as a first language, or mother tongue.
      L2 stands for people who have learned a variety of English as a second language, in addition to their
      mother tongue

Territory	Population (2001)		Usage estimate[5]
St Lucia (c)	158,000	L1	31,000
		L2	40,000
St Vincent & Grenadines (c)	116,000	L1	114,000
Samoa	180,000	L1	1,000
		L2	93,000
Seychelles	80,000	L1	3,000
		L2	30,000
Sierra Leone (c)	5,427,000	L1	500,000
		L2	4,400,000
Singapore	4,300,000	L1	350,000
		L2	2,000,000
Solomon Islands (c)	480,000	L1	10,000
		L2	165,000
South Africa	43,586,000	L1	3,700,000
		L2	11,000,000
Sri Lanka	19,400,000	L1	10,000
		L2	1,900,000
Suriname (c)	434,000	L1	260,000
		L2	150,000
Swaziland	1,104,000	L2	50,000
Tanzania	36,232,000	L2	4,000,000
Tonga	104,000	L2	30,000
Trinidad & Tobago (c)	1,170,000	L1	1,145,000
Tuvalu	11,000	L2	800
Uganda	23,986,000	L2	2,500,000
United Kingdom	59,648,000	L1	58,190,000
		L2	1,500,000
UK Islands (Channel, Man)	228,000	L1	227,000
United States	278,059,000	L1	215,424,000
		L2	25,600,000
US Virgin Islands (c)	122,000	L1	98,000
		L2	15,000
Vanuatu (c)	193,000	L1	60,000
		L2	120,000
Zambia	9,770,000	L1	110,000
		L2	1,800,000
Zimbabwe	11,365,000	L1	250,000
		L2	5,300,000
Other dependencies	35,000	L1	20,000
		L2	15,000
Total	**2,236,730,800**	L1	329,140,800
		L2	430,614,500

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[5]   L1 stands for people who have a variety of English as a first language, or mother tongue.
L2 stands for people who have learned a variety of English as a second language, in addition to their mother tongue

A list of shortcuts using the Alt keys + numbers

Alt Code	Symbol	Description
Alt 1	☺	White Smiley
Alt 2	☻	Black Smiley
Alt 3	♥	Heart
Alt 4	♦	Diamond
Alt 5	♣	Club
Alt 6	♠	Spade
Alt 7	•	Bullet 1
Alt 8	◘	Bullet 2
Alt 9	○	Bullet 3
Alt 10	◙	Bullet 4
Alt 11	♂	Male Sign
Alt 12	♀	Female Sign
Alt 13	♪	Quaver
Alt 14	♫	Joined Quavers
Alt 16	►	Play Forward
Alt 17	◄	Play Reverse
Alt 254	■	Stop
Alt 30	▲	
Alt 31	▼	
Alt 23	↕	
Alt 24	↑	Up Arrow
Alt 25	↓	Down Arrow
Alt 26	→	Right Arrow
Alt 27	←	Left Arrow

Alt + Key	Alt + X	Symbol	Symbol Description
Alt + 127917	1F3AD	🎭	Double Face Mask
Alt + 128053	1F435	🐵	Monkey Face
Alt + 128127	1F47F	👿	Imp Face
Alt + 128513	1F601	😁	Grinning Face With Smiling Eyes
Alt + 128514	1F602	😂	Face With Tears Of Joy
Alt + 128515	1F603	😃	Smiling Face With Open Mouth
Alt + 128516	1F604	😄	Smiling Face With Open Mouth And Smiling Eyes
Alt + 128517	1F605	😅	Smiling Face With Open Mouth And Cold Sweat
Alt + 128518	1F606	😆	Smiling Face With Open Mouth And Tightly-Closed Eyes
Alt + 128519	1F607	😇	Smiling Face With Halo
Alt + 128520	1F608	😈	Smiling Face With Horns
Alt + 128521	1F609	😉	Winking Face
Alt + 128522	1F60A	😊	Smiling Face With Smiling Eyes
Alt + 128523	1F60B	😋	Face Savoring Delicious Food
Alt + 128524	1F60C	😌	Relieved Face
Alt + 128525	1F60D	😍	Smiling Face With Heart-Shaped Eyes

A review of global digital population in January 2019

Internet › Demographics & Use › Worldwide digital population as of January 2019

Global digital population as of January 2019 (in millions)
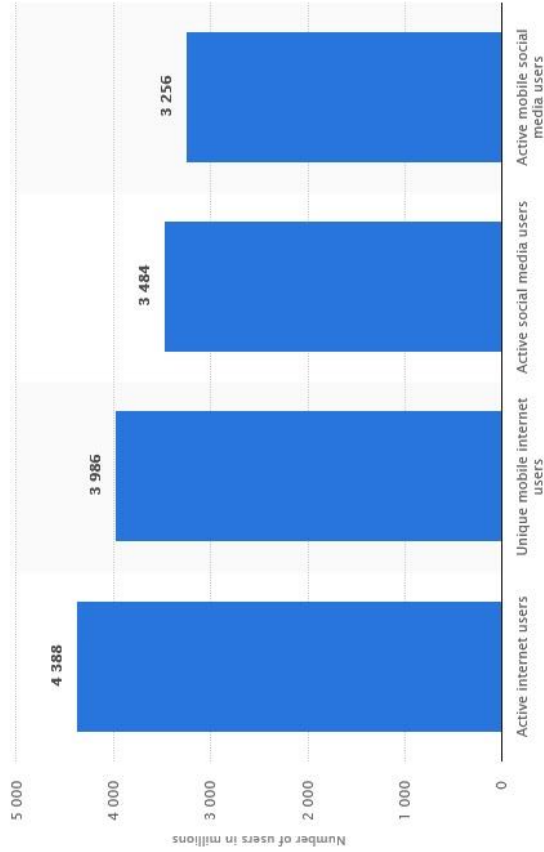
DOWNLOAD   SETTINGS   SHARE

PNG   PDF   XLS   PPT

DESCRIPTION   SOURCE   MORE INFORMATION

This statistic presents the digital population worldwide as of January 2019. As of the measured period, almost 4.4 billion people were active internet users and 3.5 billion were social media users. China, India and the United States rank ahead all other countries in terms of internet users.

Text samples for the part 3.1 Practical analysis:

<u>Sample 1:</u>

Dear Mr F. ,

I am writing to your advertisement, which I found on your internet website.

I am applying for the post of French teacher for beginners. I have been studying in France at Lycée Raoul Follereau . I have gained valuable experience and various skills.

 I would like to work in a well-known institute as **Alliance Francaise** to deepen my experience in French language and earn some money to support my future studies.

I have been studying French for eight years now. I have a certificate **DELF level B2** in French and I am fluent in English. I am hard-working and friendly. I am able to work in a team and I do not have any problem with communication. I am responsible, reliable, open minded and I am not afraid to try new things.

Please find the attached **CV**. I consider myself as an ideal candidate for this position.

I look forward to hearing from you in the near future.

Yours sincerely,

A.V.

<u>Sample 2:</u>

Dear Mrs M.,

Thank you very much for the price quotation.

As I understand from your attached file, the price from you is based on following points.

Please kindly confirm to me.

1. Fulfill my drawings and product description, **right?**
2. The raw material is 100%**FSC** or Mix credit.
3. The price is **EXW** CZ xxxxx, and including the packing cost.
4. The code of foil is not confirmed, but you can send sample for approval.
5. Can you inform me what is the foil code you use for your existing IKEA product today?
6. You mentioned that production time is around 3 weeks if you have foil in stock.

RSVP, ASAP.

BW J.L.

Sample 3:

Dear Customer,

Please be advised that there has been a flight time change to your Ryanair booking (**see your new flight details below**). Please advise other passengers travelling in your party of the changes.

Important: If you have already checked in online you will need to check in again and reprint the boarding passes.

PLEASE CLICK HERE TO ACCEPT THIS FLIGHT CHANGE ONLINE:

If the above link **has wrapped onto** a second line please copy and paste it into the address bar of your browser.

Please note that Ryanair are not liable for any prepaid expenses directly or indirectly related to your booking as a result of this schedule change.

Ryanair wish to apologise for any inconvenience caused by the change to your flight.

Sample 4:

Dear Mrs M.,I have below questions which related to this case:

1. What is the specific raw material you used for this price quotation? 12mm chipboard, but it is **E? E0 or E5?**
2. Can you inform the weight of each type of items?
3. Do you have an idea about how many sets of Desk or TV bench can be loaded into one full truck? Another supplier mentioned 32500set of Desk can be loaded into one full truck? Do you agree? Can you inform how many sets of TV bench can be loaded into one full truck? I need this information to calculate the total cost price.
4. If based on the full truck quantity as **MOQ**, how competitive your price can be ? Taking your desk price as sample, I can see your price is more than doubled than other suppliers. As IKEA supplier, I believe your price can be very competitive. Our company is mainly working with IKEA fittings bag, and we have also our packing production plant in **both RO and LT**, I expect to have long term and strategic cooperation with you in the future. So please kindly provide me the best possible price to me. **Thanks !!!**
5. What is the payment term? Can we work with **30days net** at start of our cooperation?
6. Can you let me know what rang of IKEA product do you produce now?

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Thank you very much, **I am looking forward to your best possible price and future cooperation!**

Sample 5:

Hello N.,

we can manage it all, but we can come May 7 the earliest.

Oxidant 36 or 40/62 is OK.

Stairs - grinding and new oil? If the wood is bad I can tell you on the place.

Carpets, floorboards OK.

Who will provide the floorboard? Shall I take the glue?

What about the skirting boards - we should make them or you will provide the new ones?

It is for 3 people for sure.

Let me know if I should count with it.

See you soon.

M.

Sample 6:

Wed, 21 Nov 2018, 21:08

Hello E.,

I live in Atlanta Georgia in United States. I am looking for a **Black and Tan Hovi**, do you accept international clients?

Sample 7:

Dear E.,

I have only the text not a world file of brochure

Please see and tell me if it can be ok

Regards

M.C.

Sales Department

Dear Olivia,

How is everything going? Do you miss me already? **Because I do**. I miss you all so much. **I can´t wait** to see you again. I love this place, but there is not enough fun without you. **Yes**, I found some new friends, but nobody can make me laugh like you always did! Mum said that you are playing to come! When I heard it I almost got a heart attack, how happy I was!

 I am staying with French family in a small family house. It´s really nice in here! I share room with one of three daughters and she is so kind. Her name is Francesca, we became best friend! And the best part is, that she loves art too, so almost everything we talk about are famous artists, poetry writers, books and **another stuff** like that. The other girls are Chloe and Zoe. **They are identical twins**! It´s still really difficult to me to say who is who! So most of the time I´m talking to Zoe, when it´s Chloe. Theirs mom is really nice. She´s always takes care of me and asking me if I don´t need anything. And their dad! He is an amazing guy. I feel like he is more my friend than person, who has to take care of me. Last night I could not sleep so I went downstairs and you won´t believe what happened! He could not sleep too, so we sat down and ate chocolate together and talked about life and sense of life! Since then I am like a new person! I am enjoying every minute of my life! And I feel like no problems will stop me from being happy.

 Not even the school! It is a little bit harder in here, but I am staying strong! I only know the basics! So everybody talks to me in English. I am a bit disappointed, because I went here to learn French and more than me, the people around are learning. Because French people don´t really speak English. I don´t know why, but I think it has something to do with the history and the wars between them! We just talked about it in the history class, but in French, so I am not really sure, what was Miss Jenifer saying! **(lol)** But all the teachers understand that I am just the beginner, so most of the time they just smile at me and continue in talk.

My whole free time I spend with Francesca, Chloe and Zoe. We go swimming every second week and **actually** every day with them is like a new adventure! Funny story was when we went to trampoline park, but I will tell you about it in a person! **I can´t believe you are coming in a few weeks**! I will count every single day! I promise!

With love and big hugs

C.

Sample 9:

Dear E and Z,

Greetings from ENGLAND. **We were just looking at Dexi, and smiling**. She adds a lot of happiness and joy to our lives.   She has so much energy and enthusiasm for life. We really enjoyed our time with you both in the Czech Republic.

Biggles now hides behind me when **Dexi wants to play hard**. **Poor old boy.**

We hope all is well with all 3 of you.

D&Z

Sample 10:

Dear **schoolm8s**,

I´ve prepared **HW** about Christmas Island. **Pls** find attached report **fyi** about that **gr8** place. **Hth** you to learn **sth** about it **b4** we´ meet. **Cya**. M

Sample 11

Dear **f**,

fyi nt I´d like to speak about Iceland ´**cause atw** I saw a nice film from this area. **Btw** it could remind us the right winter ☺.

Cul8r

P.

Sample 12:

Hi E.,

Lovely to see you both on Saturday. We do hope you enjoyed your visit…at least we had some sunshine for you. Thanks so much for the biscuits…not like anything we have here, we liked them very much. Thanks, also, for the picture on **FB**. The dogs look really good. We hope your journey home was good and uneventful. WE can still remember **the patch-up job** needed when you were over here before. We do hope to get back to the Czech Republic in the future…..perhaps we can catch a show there, to see a better number of hovawarts than we managed for you.

Love and best wishes to you all

E & J