

Analyse the ways Gordon Ramsay uses language to defend his restaurant (500-700 words)

In your analysis, try to use the technical terms provided in the glossary below.

It may help to watch the original footage: <https://www.youtube.com/watch?v=eGryWqaZvgY>

GR: erm it's really weird for you to give me a piece eerrr (1) paper (.) er when you say am I satisfied that it's a good steak y'ave to be a little bit more honest with me on that one what you tryin' a getat

J: well (.) we (.) we were there (.) and (.) um (.) (*inaudible*) had a (.) had a (.) (*inaudible*) that it was (.) dry (2) not (*inaudible*) terrible

GR: //buh (.) mate (.) I mean (.) a honestly I mean (.) if you had a bad experience (.) in my restaurants I mean why (.) why didn't you say anything at the time

J: well

GR: //we take a your (.) custom very very seriously but (.) I mean (.)

J: get the feeling that you don't ever come to Australia

GR: //yeah

J: and (*inaudible*)

GR: //I know but you're being a little bit stupid come on

J: //but shouldn't 've been served up in the first place

GR: whadjou mean it shouldn't been served up in the first place

J: //well (.) I mean (.) would you (.) would you be happy that your staff had actually (*inaudible*)

GR: //mate (.) ha (.) ha (.) ha how did they ask them (.) the steak to be cooked

J: well done (.) you can see that in the (*inaudible*)

GR: //but you ask the (.) you asked for the steak to be cooked well done

J: and is that a well done steak

GR: //aah come on (.) what is this (1) I mean wher wher (.) can can you I mean keep on rolling fo (.) for legal reasons this is absolutely crucial (.) but (.) how sad (1) is this (.) that you ask for a steak to be cook well done (1) okay (1) now (.) whatever quality of beef it is (1) it's gone past any form of taste when you've cooked it well done (.) so you present me with a picture (.) god bless you (.) and you say (.) is that right (1) I don't eat steak well done (.) that's your prerogative because you're the customer (1) but (.) unfortunately you're never gonna identify the quality of the beef (.) when the steak is well cooked (1) so . I'm really sorry to piss on your bonfire but it's a bit of a stupid question (.) thank you (1) can I give you the paper back (1) oh my god (1) I thought it was an intelligent interview

Glossary of Spoken Mode terminology

Key:

// - interruption/overlap. The location left-to-right gives a sense of when this occurs

(.) – micropause (*less than one second*)

(3) – pause (*no. of seconds specified*)

Back-channel behaviour: Words, phrases and non-verbal utterances used by a listener to give feedback to a speaker
e.g. 'I see' or 'Really?' or 'Uh huh.'

Dominance - When a speaker is in control of the conversation, perhaps as a result of their social status, or their verbal or social skills

False start – This is when the speaker begins an utterance then stops and either repeats it or rephrases it.

Fillers- Features inserted in speech to allow time to think, to create a pause or to hold a turn (see below) in conversation (e.g. 'um', 'er', 'like')

Hedge / hedging - Words and phrases which soften or weaken the force with which something is said – e.g. 'perhaps', 'maybe', 'sort of', 'possibly', 'I think'.

Idiolect - An individually distinctive style of speaking. Every individual has a 'linguistic fingerprint', informed by background, age, education, occupation, gender, and experiences, which makes their use of spoken language unique; this is your idiolect.

Idioms - Common expressions that if taken literally, make no sense (e.g. 'He's gone bananas; it's raining cats and dogs, Bob's yer uncle, piece of cake')

Jargon - The specialised lexis (vocabulary) of a particular job, profession or trade.

Non-fluency Features - Typical characteristics of spoken language that interrupt the flow of talk (e.g. fillers, repetitions, interruptions)

Pace - The speed at which an utterance is delivered. Can vary depending on the context and purpose of the interaction; the age, experience and confidence of the speaker; and the degree to which the speech is planned.

Paralinguistic features: Related to body language – the use of gestures, facial expressions and other non-verbal expressions (e.g. laughter)

Prosodics - How something is said (e.g. stress, rhythm, pitch, tempo and intonation)

Register – the degree of formality- can be high or low

Taboo language – words/phrases that could be considered obscene or offensive

Topic – the subject of the conversation. Linguists talk about **topic shift** (changing subject) and **topic initiation** (starting a new subject). Can relate to power/dominance

Turn - A turn is a time during which a single participant speaks; the principal unit of description in conversational structure. **Holding turn** can show dominance (see above)

Utterance - An utterance is a complete unit of talk, bounded by the speaker's silence