

〈研究論文〉

Analyzing Intercultural Communication Competence of English and Japanese Guiding Discourses Using Politeness Theory

Comparing Discourse between English Tour Guiding in London and Japanese Guiding in Nagasaki

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Abstract The purpose of this study is to explore communication competence of tour guides, focusing on how they use politeness strategies in their guiding discourse. Politeness Theory (Brown and Levinson, 1985) was employed to analyze two different guiding discourses recorded in 2009. The first discourse is from a British professional guide in a walking tour of Westminster Abbey in London; the second discourse is from a *Nagasaki-Heiwa Annainim* (a *Saruku guide*) who guided tourists around Hypocenter Park in Nagasaki-city. The analysis of these two discourses demonstrated that the British tour guide used more positive politeness strategies than the Japanese guide, who was more likely to employ negative politeness strategies. She also spoke in a lecturing style more than the British guide did when communicating with the tourists. However, these findings were limited because of the differing locations and purposes behind both tours.

I. Introduction

In 2003, the Japanese government under Prime Minister Koizumi started the Visit Japan Campaign, which aimed at attracting 10 million foreign visitors to Japan by 2010 (Tanaka, 2010)¹. The campaign was seen as a success with increasing numbers of tourist arrivals. However, foreign tourism fell sharply following the Great East Japan Earthquake and the Fukushima Daiichi nuclear disaster in 2011. Two years later, the International Olympic Committee chose Tokyo as the site for the 2020 Summer Olympic Games, after which foreign tourist arrivals began to recover and increase sharply. The tourism industry plays an important role in

welcoming foreign visitors to Japan, and tour guides have much soft power in tourism's infrastructure. As a result, the tourism sector needs to produce guides who are competent in international communication so as to have them properly explain Japan and its culture to foreign visitors.

II. Background

1. Communication Competence in tour guides

Pearce stated that, "An analysis of tourist-guide interaction is both a highly suitable and potentially rich topic for social psychological inquiry."² Pearce studied tourist-guide interaction from the viewpoint of social

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psychology. The researcher examined six tours and conducted a survey. As a result, it is suggested that tourist-guide situations in sightseeing spots is an important factor for a successful tour.

Scollon and Scollon (1995) describe tour guides as professional communicators, i.e., “anyone for whom communication is a major aspect of his or her work.”³ In 2010, this paper’s author researched the attributes of qualified tour guides. Employing a questionnaire with 236 participants who had visited Nagasaki city from other countries, she surveyed their expectations of Japanese tour guides regarding the following qualities: ‘knowledge’, ‘language skills’, ‘kindness’, ‘politeness’, ‘friendliness’, ‘energy’, ‘leadership’, and ‘appearance’. Each of these elements falls under one of the components in Spitzberg’s Model of Competence of motivation, skills, and knowledge.⁴ In particular, foreign tourists are required to have language skills and knowledge of the sightseeing venues. However, there is little research of how tour guides escort or interact with tourists in communication studies.

From the findings of the author’s tourist survey, it appears that the tourists’ expectations conform to the positive and negative faces of politeness theory as proposed by Brown and Levinson,⁵ and I investigated Politeness Strategies in the spoken discourse of a Japanese Nagasaki Saruku Guide.

According to Brown and Levinson, people use strategies of language when they interact with others. ‘Face’ is the most important concept in this theory, which they derived from Goffman.⁶ Brown and Levinson define their concept of ‘face’ as follows:

...all competent adult members of a society have (and know each other to have) ‘face’, the public self-image that every member wants to claim for

himself, consisting in two related aspects:

- (a) Negative face: the basic claim to territories, personal preserves, rights to non-distraction.
- (b) Positive face: the positive consistent self-image or ‘personality’(crucially including the desire that the self-image be appreciated and approved of) claimed by interactants.⁷

Negative face includes a person’s desire to have the freedom of unhindered action and unimpeded attention. Positive face includes a person’s desire to be ratified, understood, approved of, liked and/or admired. A person needs to recognize these two aspects of face in interpersonal communication to establish a good relationship with others. More importantly, each aspect of face can be damaged by speech acts through human interaction. Brown and Levinson call such acts ‘face-threatening act’ (FTAs).⁸ In order to reduce the risk of losing face, speakers choose strategies in their interactions. The choice of strategies depends on the speaker’s assessment of the weight of the FTA. Brown and Levinson advocate that the speaker will calculate the size of the FTA (W_x) as follows:

$$W_x = D(S, H) + P(H, S) + R_x^9$$

(D) is the social distance between a speaker (S) and a listener (H); (P) represents power; and (R) is the ranking of impositions within the relevant culture. The total of these three values become the ‘weightiness’ of FTA (W_x), which influences the strategies that a speaker chooses. There are four strategies for conducting an FTA. Figure 1 shows the five options for a speaker.¹⁰

According to Brown and Levinson, the more an act threatens S’s or H’s face, the more S will choose a higher-numbered-strategy.¹¹

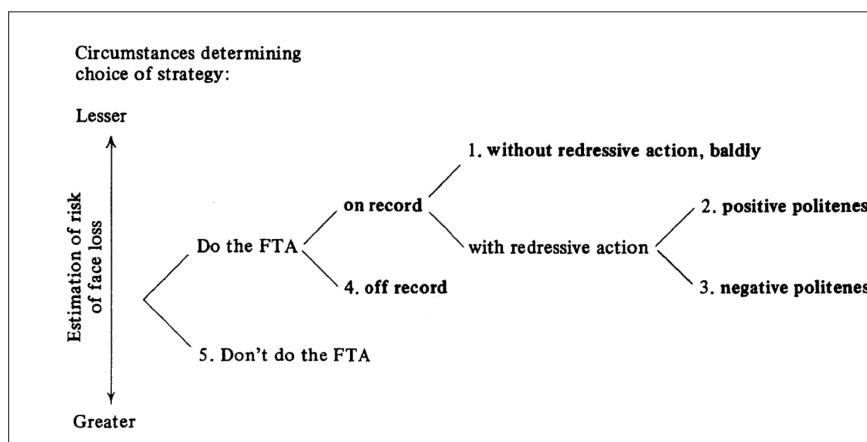


Figure 1. Possible strategies for doing FTAs

Since the theory was proposed, a number of studies in politeness have been introduced. Some studies in politeness have focused on particular speech acts, such as request, condolences, and request responses.¹² Some studies analyzed conversations elicited from movies or manga.¹³ These spoken discourses are clearly interactional discourses between speakers and listeners because they involved face-to-face communication. Myers analyzed politeness strategies between readers and writers in scientific articles.¹⁴ There have been found both Positive Politeness Strategies and Negative Positive Politeness strategies in written discourse. However, no research has been conducted using politeness theory to analyze the spoken language of British and Japanese tour guides. This is because the tour guiding discourse has mostly been regarded as a monologue, not as interactional spoken language. However, I regard tour guiding discourse as an interactional discourse. As a result, this researcher decided to investigate from the viewpoint of politeness theory what kind of politeness strategies tour guides use in their guiding.

2. Research Questions

In order to examine the language skills and

communication competence for tour guides, guiding discourses were recorded and analyzed employing politeness theory. The following are two questions posed in this research:

- 1 What differences exist in Politeness Strategies between Japanese and British tour guides in their work?
- 2 Does interaction exist even in monologue discourse such as in tour guides' monologues?

III. Methods & Materials

In order to show specific features in spoken discourse by tour guiding, The researcher examines two kinds of discourse: spoken discourse by a British tour guide during a walking tour in London, and a Japanese volunteer tour guide in Nagasaki Such a guide is called a *Saruku Guide* or *Heiwa annmainin* (Nagasaki Peace Guides). The spoken data of the English tour guiding discourse was recorded on April 26, 2009. The Japanese tour guiding discourse was recorded in Nagasaki city on February 10, 2009. Both guides gave their permission prior to recording. The female tour guide in London was

a native speaker of English with professional certification as a Blue Badge Guide. Her tour group of about 25 tourists comprised several small groups, such as friends and families. Their nationalities varied and included Japanese and neighboring countries around Europe. After the tour, the recorded voice of the tour guide was transcribed in text form by a native speaker of English. In contrast, the Japanese tour guide was a volunteer. Her guiding was conducted in Hypocenter Park, and the audience comprised the researcher and an American exchange student. He had been studying Japanese for about six months. The guiding was conducted in Japanese. After the guiding was recorded, it was transcribed and translated into English by the researcher (See Appendix B).

be liked, approved of, respected and appreciated in interpersonal communication. Figure 2 shows the list of positive politeness strategies.¹⁵ They are drawn from the three main functions to 'Claim common ground', 'Convey that S and H are cooperators', and 'Fulfill H's want'.

As we can see in the chart, positive politeness strategies would satisfy both the speaker's face and the listener's face. I examine positive politeness strategies used by the tour guides in their discourses which were collected during the walking tours as explained earlier. Appendix A is the actual spoken discourse transcribed by the researcher. Appendix B is the Japanese guiding discourse translated into English.

IV. Data analysis and discussion

1. Positive Politeness

According to Brown and Levinson, both speaker and listener use positive politeness when they desire to

1. 1 Positive Politeness Strategies 4 and 12

Brown and Levinson refer to the use of personal pronouns in Strategy 4:¹⁶ 'use in-group identity markers' and Strategy 12:¹⁷ 'include both S and H in the activity'. 'In-group identity markers' include the address terms such as 'we'. Here are some samples which Brown and

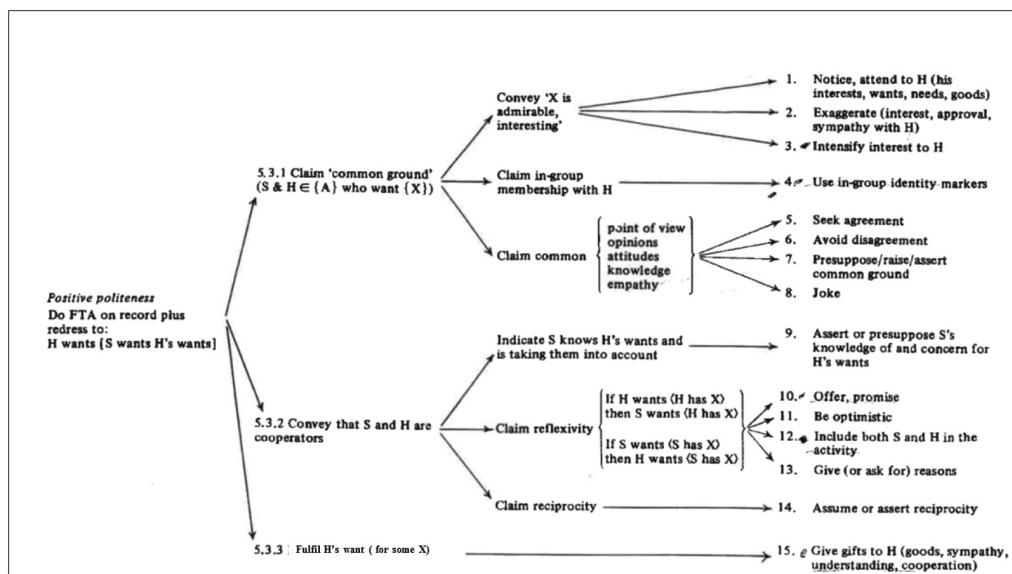


Figure 2. Chart of strategies: Positive Politeness

Levinson explained:

Let's have a cookie, then.

Give us a break.

Shall we eat?¹⁷

They say "By using an inclusive 'we' form, when S really means 'you' or 'me', he can call upon the cooperative assumptions and thereby redress FTAs." In the British tour guiding, the guide used 'I', 'we', and 'us' frequently during the walking tour. The following are samples:

Example 1

The following commentary was done soon after the tour began. The tour guide had just finished explaining the history of Westminster Palace in front of Big Ben on a busy street. She wanted to move the tour group to another place where they could have a better view of the surrounding buildings.

- 1) What I want to do at the moment is move us across to Parliament Square, because it's somewhere we can get the whole sweep of the buildings.

Example 2

She asked tourists to move to another place in a walking tour.

- 2) We need to cross over...
- 3) Off we go.
- 4) We are going to dip down just here.

The speaker used 'I', 'we', and 'us'. By using these terms, the speaker implied that all tourists and herself were involved in the same activity: they enjoy themselves seeing a fine view of buildings together. Here she used Strategies 4 and 12 of positive politeness. The subjects of the three sentences in Example 2 are 'we' (meaning 'I')

and 'you'. As a result, both speaker's and listeners' positive face are satisfied with the tour guide's strategies. In contrast, although "I", "You", and "We" appear in a translated English version of the Japanese guiding discourse, in the raw data no first, second, or third person pronouns in Japanese were spoken.

1.2 Positive Politeness Strategy 3

Strategy 3 is a positive politeness strategy of 'sharing interesting anecdote'.¹⁸ This strategy intensifies a listener's interest. Brown and Levinson provide an example of sharing interesting anecdote as follows:

I come down the stairs, and what do you think I see?
A huge mess all over the place, the phone's off the hook and clothes are scattered all over.¹⁹

When the speaker tells the listener an interesting event that happened in the past, he/she uses present tenses to make the story vivid. The following is a "good story" that the London tour guide used. She used the second person plural pronoun so that her group could feel as if they were going through the same experience as that of the person in history.

Example 3

She talked about the brutal old execution. She introduced the story by saying, 'If anybody does start going green, I'll stop'. She began talking about the story. (underline added)

- 5) You are hung by the neck until you're dead.
- 6) You've had a nasty shock, possibly snapped a vertebrae.
- 7) You're just about to suffocate, then they cut you down.
- 8) They woke you up because they wanted you conscious. Sounds quite flattering, doesn't it?

The word 'you' was used unconventionally here. If she said 'you' in this context, the audience, the tourists here, could imagine what might have been done to them. For example, the audience could imagine how they might have felt if they were to be hanged. This use of the second person reference, 'you', is considered to be Strategy 3. Here is another instance:

Example 4

Tourists were listening to the tour guide's commentary in front of Winston Churchill Museum and Cabinet War Rooms. After she gave tourists brief information about the history and exhibits in the museum, she started telling a short story about Winston Churchill (underline added).

- 9) The one I like is he's been at a party.
- 10) He's actually insulted every single guest at the party.
- 11) By the end of the evening, everyone is feeling a little miffed to put it mildly.
- 12) One woman by the name of Nancy Astor, who was a woman Member of Parliament, decided she'd had quite enough of this.
- 13) She decided to confront him.
- 14) She turned to him and drew herself up to her full height.
- 15) "If you were my husband, I would poison my coffee."
- 16) Winston Churchill said,
- 17) "If you were my wife, I would drink it".

As the lines show above, the guide used direct speech in the line of Nancy Astor (15) and also in the line of Winston Churchill (17). Here are sentences rewritten as indirect speech:

- She told him that if he had been her husband, she would have poisoned her coffee (15).
Winston Churchill told her that if she had been his

wife, he would've drunk it (17).

She modified the way she spoke depending on who was saying the lines. When she said, "If you were my husband, I would poison my coffee," she spoke as if she were Nancy. When she said, "If you were my wife, I would drink it", she spoke as if she were Churchill. The use of direct speech in both sentences made her perform the double roles of Nancy and Churchill. If she had told the story using indirect speech, as rewritten above, and with no acting, the story's impact would have been reduced. Her performing the double role of Nancy and Churchill succeeded in bringing her audience to laughter. She used Positive Politeness Strategy 3 'sharing interesting anecdote'. As a result, she attracted more interest from her listeners.

1.3 Positive Politeness Strategies 10, 14 and 15

Strategy 10 is the 'speaker's offers and promises to help H with something'. Strategy 14 is 'assume or assert reciprocity'.²⁰ For example, 'I'll do X for you, if you do Y for me'. Strategy 15 is 'giving gifts to H'.²¹ Gifts include not only goods, but also sympathy, understanding and cooperation.

Example 5

After she explained Winston Churchill Museum briefly, she gave a special offer in front of the entrance of the museum. She offered a discount admission fee to her tour members.

- 17) If I come down with you, you'll get a 20% discount.
- 18) Now I don't get a commission on this.
- 19) It's just a deal we have with London Walks.
- 20) You used to be able to take one of these pamphlets

- 21) They don't allow that anymore. I have to come, too.
- 22) The reason you have to do it immediately is because I have another walk to go to at the British museum at 2 o'clock.

'If I come down with you, you'll get a 20% discount' in line 17 is an example of the use of Strategies 10 and 15 ('promise and offer' and 'giving gifts to H is filling the listeners' wishes).²² This example is also considered to be the use of Strategy 14 ('assume or assert reciprocity').²³ Although she offered and promised to give a discount admission to tourists, she suggested that tourists should cooperate with her in getting the discount for admission by, saying 'If I come down with you'; she also asked them to take the discount immediately. She expected a reciprocal action from her clients. Strategies 10, 14 and 15 in the discourse satisfy her positive face as well as her listeners' face. On the other hand, the Japanese tour guide prepared many photos of the atomic bomb and

victims after the bomb exploded. These photos she prepared for guiding could be Positive Politeness Strategies 10 and 15.

2. Negative Politeness

According to Brown and Levinson, Negative Politeness is the language a speaker uses to show respect for a listener's negative face: Listeners want to act freely or not be impeded by others. Figure 3 provides a look at the dynamics of Negative Politeness Strategy.²⁴

There are ten Negative Politeness Strategies in politeness theory. These come from the five major taboos and redress behaviors which do not damage listeners' negative face. They are: 'Be direct', 'Don't presume/assume', 'Don't coerce H', 'Communicate S's want to not impinge on H', and 'Redress other wants of H's derivative from negative face'.²⁵

The tour guide appears to use negatives politeness strategies as well as positive politeness strategies

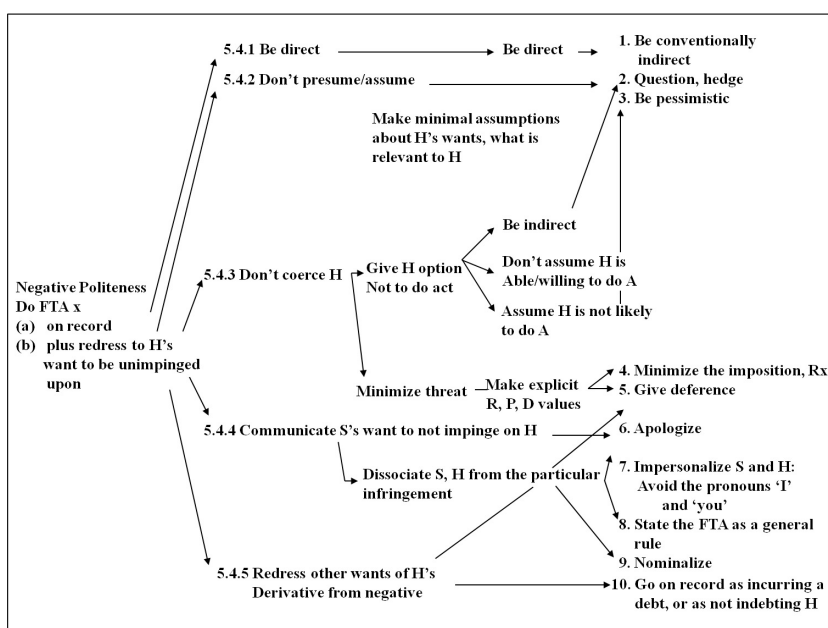


Figure 3. Negative Politeness

because there are some tourists who want to travel freely even in a guided tour. The researcher examines how the tour guide used negative strategies.

2.1 Negative Politeness Strategy 2

Negative Strategy 2 refers to what is known as 'hedges.' Brown and Levinson list various kinds of hedging words as the negative politeness strategy to "redress H's negative face". For example, 'adverbial-clause hedges', 'if clause', 'quality-emphasizing adverbs', and so on.²⁶ Here are a few examples which Brown and Levinson list:²⁷

I'm pretty sure I've read that book before.

You're quite right.

I think that Harry is coming.

The speakers of the sentences avoid saying assertive comments by using hedging words, but also give the option to the listeners of not having to follow the speaker's instructions. In this way, the speaker's face threatening acts are reduced.

Example 6

She was about to lead the tour group in front of the crossover. In this case, they might lose her, so she held a leaflet of the walking tour above her head and said to her audience (underline added):

23) You might not be able to see me, but hopefully you'll be able to see the leaflets.

In this case, the speaker could say 'see the leaflets and follow me,' but she employed hedges such as 'might', 'be able to', and 'hopefully'. She avoided coercing tourists to follow her by using hedges. Here is another observed example of hedges:

Example 7

The tourists were listening to the guide's commentary about the fire of the Palace of Westminster. The tour guide questioned why the Palace was destroyed by fire. She answered the question herself by saying "because it was made of wood."

24) You may be quite surprised, when they think of medieval palaces.

The speaker assumed that all hearers were not always surprised at the fact that the Palace of Westminster was made of wood in medieval times. Therefore, both 'may' and 'quite' are used in her commentary. She avoided damaging listeners' face.

Example 8

The guide recommended her tour group to visit the House of the parliament which is only available for during summer. (underline mine)

25) It's well worth the visit.

26) You can take guided tours through the House of the Parliament during the summer recess,

27) That's really the best time to see it.

28) You do have to book and they have groups of up to 25 go through, but you see some of the rooms that are usually off limits to the general public.

29) Some of the antechambers and some of the lobbies are open to you.

30) It really is a glory of all things medieval.

31) It's homage to the theme of very old England.

32) The detail is astonishing.

There are hedges such as 'really' in the above commentary. While she wanted to recommend tourists to join a special tour in the summer, she also implied that it was their decision. Sentences including hedges are

easy to find in the spoken discourse of tour guiding in Appendix A. When we ask advice of tour guides, they may recommend restaurants or other venues. Such information is often very important and useful for overseas tourists, but the speech act by the tour guide may well damage the negative face of the tourists if the advice is given as an order. Tourists may want not to be impeded. For example, for religious reasons, some tourists cannot eat certain kinds of food that the tour guide recommends. Therefore, tour guides need to use Negative Politeness Strategies as well as Positive Politeness Strategies in the interactions with their customers.

2.2 Negative Politeness Strategies in the Japanese guiding discourse

There are more negative politeness strategies than positive strategies in her guiding discourse.

- A) Have you ever heard of 'black rain'?
- B) Do you know what the bomb that was dropped in Nagasaki looked like?

Lines A and B comprise Negative Politeness Strategy 2 "Question, hedge".²⁷

As mentioned above, in the entire Japanese guiding discourse, the first, second and third person pronouns are not found at all. This is Negative Politeness Strategy 7 "Impersonalize S and H: Avoid the pronouns 'I' and 'You'". In her discourse, she repeated how terrible the atomic bomb was and how bad things were many times. According to Brown and Levinson, they are called Off Record and include "Use tautologies" and "Overstate".²⁸ These strategies could be impeded FTA to listeners in spite of indirect speech.

V. Summary and conclusion

In this study, The researcher analyzed the discourse of tour guides from the perspective of Politeness Theory by Brown and Levinson, and investigated the kinds of Politeness Strategies used in spoken language by a British tour guide to save tourists' face. As a result, the British tour guide used not only Positive Politeness Strategies (Strategies 3, 4, 12, 14, 15 and 17), but also Negative Politeness Strategies (Strategy 2) in her guiding discourse. In contrast, the Japanese guide used more Negative Politeness Strategies than Positive Politeness Strategies. It is found that the British tour guide effectively and appropriately chose Politeness Strategies in different situations and at different places. Tourists have both positive face and negative face. The positive face for tourists is the desire to communicate more with their tour guides. The more the tour guide is approachable to tourists, the more the tourists may feel free to ask their tour guides many questions. Using Positive Politeness Strategies in interaction is helpful for both speaker and listener to understand each other in communication.

There may be tourists who want to travel freely, and who have different values and perspectives in a tour. Therefore, tour guides need to use Negative Politeness Strategies in their commentary so as not to damage a tourist's negative face. Politeness Theory has been criticized by linguists who have different points of view, particularly by some Asian researchers.²⁹ However, interpersonal relationships in our culture are quite different from that in Western culture. Therefore, Japanese who want to be tour guides for foreign tourists from mainly Western countries must apply Politeness Theory to have successful communication.

NOTE

This paper is revised version of “Competence Model and Elements Required for Tour Guides,” developed with additional data, which comprises Chapter 2 of my master thesis submitted to the Graduate School of Global Communication in University of Nagasaki.

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¹ Ibid.p.131²555

APPENDIX A

Actual script of the tour guide. Recorded on April 26, 2009, in London.

Scene 1:

Okay, I'm late again. I think we'll begin. (Something) a wall of old western stuff. An unadulterated view of one of London's most famous landmarks. This way. (wind) papers (wind). You can see why I wanted to stop here now. we have a beautiful view of the 330 food clock tower of the houses of parliaments seated government of the United Kingdom, standing at the eastern edge. This really is key to any old western stuff (check), political power. And there has been political power on this site, for a thousand years if you can believe it. Now the building that you're admiring is actually younger than it looks. It's only 19th century, mid-19th century. But there has been a palace of sorts on this site since 1042. When we go back in time to 1041, there was absolutely nothing here whatsoever, except the marshland, and then the King of England, a man called Edward the Confessor, a holy man, a prince and king(check), decided that he wanted to be god. The best way of doing that, he felt, is by building (18, 20 monastery, a at (West)minster. Now he wanted to build that thing just west of the developed class London(west of the city of London). It's the oldest (something) was developed years ago. He decided to build his minster on the site of the golden crossroads. He called it Westminster abbey. I don't know in fact...Westminster Abby, right next door he built a palace, the old palace of(...).In fact he resided there and of course in those days the king had all the power(...) and since that time. (something) . So what I want to do at the moment is move us across to parliament square, because its somewhere we can get the whole sweep of buildings and its also somewhere quieter. In order to do that we need to crossover(...). Do not use this as an experiment in J-walking, ill tell you why. Theres always something happening in parliament square, its very very busy and chaotic, so... wait at the green line and all will be well. The other thing I should mention, is that sometimes I have to hold these leaflets above my head. I'm not very tall and...challenged. You might not be able to see me, but hopefully you'll be able to see the leaflets. If you do not make the traffic light, I'm not going to march off with half the group waiting on the other side of the street. So, off we go, good luck, this way. (walking across the street).

Scene 2:

You can hear already just set back from the road a little bit. It's much more peaceful, You can hear the bells as well. I should have mentioned that although that is called St. Steavens Clock tower of the houses of Paliament . Everybody calls it "Big Ben". Even Londoners call clock tower Big Ben, Big Ben is actually a bell. A 13 1/2 ton bell which chimes only an hour. Now we haven't heard him just there because that was cimes of Westminster. But if you were here at 11 o'clock you heard his resonant voice booming out over a Parliament Square we will hear him shortly again. But his real name is St Steven's clock tower as you look we have this gorgeous sweep of the Houses of the parliament of course where our two chambers of government sit. At the end of the clock tower is the House of commons 6 with 659 elected members of Parliament. Up at this end we have called the house of Lords. Lords are an advisory body they are not democratically elected they don't actually have the vote however, they can delay the legal process and delay bills becoming law. And they are currently being reformed because a democracy shouldn't really have that It is not fair, But they are being reformed. They were going to be abolished but they've found a way round that keeping their advisory

nature without having the power of delaying low making look at this building . I said since the in the mid 19 century because the old Palace of Westminster burned down. In a most dreadful fire in 1834. The whole thing, really the whole thing went up smoke. However, there is a little section that survived the flames from where we are standing. If you look just below the clock tower. This is basically Westminster Hall the bit that survived flames of the fire there is another section of the Palace I want to show you, we are going to dip down just here.

Scene 3:

So folks remember Westminster the whole with grave rooms I'd have to it was used for some pretty horrible trial it used to be a law court at one point. And many traitors were tried in Westminster Hall treason. A very famous traitor by the name of William Wallace. He was basically a very brave courageous Scotsman who stood up against the king of the England of the day. The king of the England of the day was King Edward I, He had two nick names. One was Longshanks because he was very tall. The other was the Hammer of the Scots because of the brutal suppression of Scottish trials. Basically Wallace and his kin decided they had to stand up to the king to protect their family and their land and they made very valiant attempt. But eventually brave heart was caught. His nickname is because of his courage he was brought here London and stood trial at Westminster Hall. He was found an guilty used taken spot Public execution fields of Smith Fields. He was horrifically executed in front of a huge crowd. In fact, executions used to be a form of entertainment for the population of London. In fact people used to take the day off work and bring up picnic and family to watch the public hanging. But in this case you get more for your money because the way William Wallace was executed was devised to extricate as much agony from the victim as possible. It was called being hung drawn and quartered. And for anybody unaware this particular of the former execution, I am going to briefly explain breakfast her. But if anybody does start going green I'll stop. Basically, You are hung by neck, not until You're dead just until You've had a nasty shock possibly snapped a vertebra or perhaps you just about too suffocate then they cut you down from the roop and they woke you up because they wanted you conscious because you were to be drawn sounds quite flattering doesn't it? like someone's going to take a quick sketch or portrait of you. No because "being drawn" meant something different in those days. The executioner would take a nice sharp knife and slit you right down your middle and then he would pull or eat one of your internal organs they would be drawn from your body that is the drawn bit of the execution. If the executioner was in a particularly vile mood. He would throw each one of your internal organs on to the flame.

Scene 4:

Now the Jewel tower dates to the 13th century, and there are some wonderful examples of the capitoltry of the corridors, sort of pictures and statues of people going about their business and if you look up, you can see more of these bosses which basically help to secure the ceiling and its ripped voltaic. So this is a 13th century building were standing in. and although the palaces of Westminster was built in the 11th, it took centuries to build palaces in medieval times. and this is one of the only surviving parts if you like. Now why did the palace of Westminster burn down? Well basically it was made of wood. And you may be quite surprised, when they think of medieval palaces they think of this kind of fairy tale, sleeping beauty, tormented affairs very symmetrical all made of stone but actuality quite no. the majority of medieval palaces were a bit of a muddle, a medieval mishmash A chaotic jumble in all sorts of different buildings. Yes

you would have stone buildings like what were standing in. And like Westminster hall. But the majority of buildings would be wood. Why? It was cheaper. And of course those half timber jetty buildings that you associate with places like (...)avon were very much what was being used, built around square courtyards. The stone buildings usually had very specific purposes in the case of Westminster hall, it kept the criminals safe, and in the case of the jewel tower it kept surprise surprise the crown jewels set this is where they used to keep the crown jewels the glittering regalia, worn by her majesty or his majesty on special occasions. But not just jewels were kept here, anything valuable. The solid gold plate that was used for banqueting situations was also kept here and the very fine livery, the uniforms worn by senior members of the royal household was also safely under lock and key anything of virtue, anything expensive, silk, satin, damask. So this had to be safe, so this is why it was made of stone. now today its a museum, which tells us a story of the old palace of Westminster and what the old palace of Westminster looked like before the dreaded fire in 1834. and it is quite an eyeopener, and I would defiantly recommend it. See you walk up those spiral stairs and off you go , going back in time as it were. That must be related because we have so much more to see. There was a moat that used to be filled with water just outside this building, again as a protection against thievery and today of course the crown jewels are not here anymore there down in her majesties palace and fortress, in the river tempt, the tower of London and by goodness me they make for quite spectacular viewing if you haven't been I really would recommend it, they sparkle away underneath glass cases. And their used in coronation ceremony when a new monarch is coroneted or crowned in Westminster Abby. Now I know I've missed out on Westminster Abby a little bit, because we've kind of had to move away of the large funeral cartage what we'll do is we'll backtrack but for now I want to take us outside, because we get a wonder closeup of the western end of the houses of parliament outside of Victoria tower, this way.

Scene 5:

So ladies and Gentleman, across the street, 400 foot high, the tallest tower in Europe, Victoria towers. It is so called because Queen Victoria opened the tower officially when the building was completed in 1860, and it really is a magnificent example of what we call neo-Gothic or new Gothic. It is not original medieval architecture, it is a homage to that style(...) They've done a wonderful job, because you really and truly couldn't tell the difference between this, and the back of Westminster Abby, which is the authentic Gothic style. Lots and lots of vertical tracery. Lots of statues of kings and queens, bishops and saints. There lions, theres shields, theres crowns and when we get across the road, and surely you'll be able to admire some of the detail up-close. It is the work of a man called Augustus Pugin, an architect, in London, in the 19th century, and when the old palace of Westminster burnt down, a competition was held among the sort of most talented architects of the day, to design a new Gothic building and Pugin, won. And the style that he loved to recreate is this medieval style. His name is the great goth, because of his style of architecture. And its very interesting that the Victorians chose this sort of old fashioned, antique style for the new part of the building. And when you think about it, were at the height of the British heir empire. You know Queen Victoria is on the throne, and the(...) rules the(...) and perhaps there is a psychological message being given, by the British empire. Look at our parliament building, its very old looking, we've been around for centuries and were here to stay. They had this underlying longevity of the empire. Theres even a few more parishes and details than you would usually find on an authentic medieval building. And again thats quite Victoria. Victoria wanted to be that snitch better so they added a few more

frills and flourishes, and so its more ornate than an authentic medieval building. Pugin was such a stickler for detail, and such a perfectionist that he would not let anyone design the interior of the house of the parliament either, so uh uh so every piece of furniture, every carpet pattern, the wardrobes, the wallpaper, the curtains, the ink wells, the umbrellas stands, everything is designed by Pugin inside and is considered to be his masterpiece. And its well worth the visit. You can take guided tours through the house of the parliament during the summer recess, and thats really the best time to see it. you do have to book and they have groups of up to 25 go through, but you see some of the rooms that are usually off limits to the general public. And some of the anti-chambers, and some of the lobbies are open to you, and it really is a glory of all things medieval, its a homage to the very old england theme. And mind you its me, the detail is astonishing. When we walk across the street in a moment, well be walking past this generous archway(...)there was a black gate at the bottom of the archway is these little gold flowers painted on it. Theres also a sign, it says "sovereigns entrance", why, well every year at the state opening of parliament, her majesty, her majesty shes been on the throne for over 50 years, will come and officially open parliament for the year. Now, what does it mean, in fact she doesn't have any political power, she is apolitical, so what on earth is she doing, opening parliament? But it's tradition. Monarchs always open parliament so why not continue it into the 21st century. And then shell be invited and then she gives her queens speech. Now the queens speech is not written by the queen, it is written by the government in power, but its tradition, that her majesty reads out the speech and it basically outlines what what the government in power hopes to achieve in the next parliamentary year. Theres another tradition at parliament, the evening the ball of the state opening of parliament. The(...), the queen, and the government, and the opposition parties arrive on this very formal occasion. They search the area and they've been doing this every single year since 1605. In this building they search the Jewel towers, fellers, the houses of parliament. Why? They're looking for gunpowder, yes there was a terrible plot in 1605, called the gunpowder plot. In which nearly and it nearly happened. The king, the parliament, and all his friends were nearly blown up at the state opening. Why? Well, we had King James the 1st on the throne at the time and James was vidimantally anti-catholic, so if you were a catholic living in this country at that time, your life was horrible. And thirteen catholics decided they'd had enough, and they decided to plot, to get rid of the king, and all his best friends, and the government in one fell swoop. What a better opportunity than the state opening of parliament where everybody was congregated. Now, one of the men of their lot was a man called Guido Fawkes who knew a lot about gunpowder, and he managed to secret 36 barrels around and underneath the old palace of Westminster. And he sat and guarded his gunpowder, ready to light the fuse. And it nearly happened except one of his co-conspirators chickened out at the 11th hour, he got cold feet. He actually wrote to a friend, who he knew would be attending the state opening and advised him strongly to be elsewhere that evening. His friend, a rat, informed the authorities, and soon the area was being searched. Guido Fawkes, nicknamed, Guy, was actually arrested guarding the gunpowder. He was taken from here to the nastiest prison in town, which was the tower, and there he was interrogated, tortured, and interrogated. When his last fingernail had been pulled, he had not only confessed to the gunpowder plot, but he also named all his other co-conspirators. They were rounded up, taken to Westminster hall, and they were drawn, hung, and quartered. And I don't need to tell you about that, because you know what thats all about now. So a pretty nasty end to them. every year in this country we bizarrely celebrate something called Guy Fawkes day. What we do is, you hear a poem being chanted in school

playgrounds and schoolyards up and down great Britain at the beginning of November. Remember remember, the 5th of November, gunpowder treason and plot, I see no reason why gunpowder treason should ever be forgot. So there ya go. And what happens on the 5th of November fireworks are lit and exploded into the sky, bonfires are lit and were all celebrating, and celebrating what, were not celebrating that guy Fawkes had to go and try to blow up parliament, were celebrating that he didn't, achieve his aim. But somehow hes got sort of a victory there, because we all know his name in this country. From here I'm going to walk us across the street folks, so we get that lovely closeup of the parliament building. The traffic lights here are very quick, so don't worry if you miss them, there very short and its impossible to get across in one. And I think we out to redress the balance a little bit because its been a bit male dominated so far. With lord Cromwell and the like, and I think we need to redress the balance, and I think the best way of doing that is by addressing a very strong female figure. And I cannot think of anyone better than the 19th century suffrage act, campaigned women to get the vote Mrs. Pinehurst.of old Westminster we cannot walk down downing street, because of security. They have big railings at either end. A group of any size has to have written permission, and then sometimes even sadly its declined. Sadly we cant do that the only thing I can say is that these buildings are not dissimilar in feel and style to downing street. there is definatly an echo of that sort of political land there. But youll be getting close we can go and see down downing street at the end of the walk if youd like to. From here though we've got this rather lovely view of the church that was built the same time as the houses. It was the local parish church, if you would, you can see the name of the church on either side. Its not a church anymore however, its been deconcecrated, and its used as a concert hall. bbc often used it for recordings for classical music, you can see a list of what is coming up. It really is very magical to go to a concert here with its classical rock architecture, but it also has quite an enchanted story because when the architect thomas archer began building its foundations, he had a terrible time making it stable. Were very near the river, its marshy land here and this particular plot is problematic, to put it mildly. So problematic that he quite literally had to go back to the drawing board and add something to the design of this church that was not here initially. He added the round towers, two of which you can see from this angle but there are two more balancing the whole church. And he needed to weigh down the church in order to stabilize the foundations. It hadent worked, no. The whole church is actually sinking down, to the left in places. It is actually safe but it is quite on a jaunty angle. Think that the towers do nothing church it really is question of personal taste. But one person, hated, the design of this church, his name was charles dickens the 19th century novelist. He had many opinions about the architecture in London. He did walk for miles everyday for inspiration for some of his novels. He particularly hated this church, he thought it was the ugliest church in all of london. He thought it looked like a petrified beast. Lying on its back with its limbs flailing in the air. Queen anns footstool, because it does look like one of those footstools with a cushion, and the cushion had been turned upside down with four legs. . . From here if we walk halfway we get a ghostly reminder of world war II

APPENDIX B

Actual script of the tour guide. Recorded in 2009, at Hypocenter park in Nagasaki. (English is mine).

I am Guide A, a peacemaker, thank you. Our current position is the hypocenter of where atomic bomb fell.As you are

here, you may wonder, "Did the bomb fall here?" As you can see, this park is beautiful and very clean. The American exchange students: "We're having bad weather today, aren't we?" Shall we pray for the bomb victims? The atomic bomb fell over there [the tour guide points to the sky], [The tour group prays in silence.] Thank you. Now I will begin the tour. On August 9, 1945, the B-29 bomber dropped the "Fat Man" bomb there. The atomic bomb in Hiroshima had been dropped three days before that. The target for the second bomb was supposed to be Kokura, which is in northern Kyushu; however, on August 9, the weather in Kokura was cloudy and hard for the bombers to see from the sky. As a result, they flew to Nagasaki and dropped the bomb here. The range of the bomb blast was 2.5 kilometers from the hypocenter, and the Atomic Bomb Museum lies inside that range. At the moment of the explosion, one-third of Nagasaki was destroyed in the blink of an eye. Shall I show you the photographs? Please look at them. At that time, this neighborhood was a place where people of high society lived in Nagasaki. The place where we're standing was the location of a garden and tennis court. As you can see in the photo, all that remained standing after the blast were black, carbonized trees. The atomic bomb was dropped from an altitude of 9,000 meters. It detonated at 500 meters, sending out heat ray and radiation instantaneously and creating a mushroom cloud. Everything in a 250-meter diameter was carbonized just like what you see in the photograph. The bomb was not dropped by a machine or computer; a human being controlled the dropping of the bomb on Nagasaki. As you can see in the photos, the clouds turned black with dust that rose into the sky. Have you ever heard of 'black rain'? The water from the clouds mixed with the black dust and rained onto Nagasaki.

Nishiyama [a suburb of Nagasaki] suffered the worst of the blast. The people saw the process of the mushroom cloud rising into the sky. Do you know what the bomb that was dropped in Nagasaki looked like? It was called "ふとっちょ Futoccho," which in Japanese means a very fat man. Futoccho's diameter was 1.52 meters at its widest point and weighed 1.5 tons. The inside structure was like this [showing a photo of the bomb's inside structure]. It was made of plutonium-239, whose radiation causes cancer as cells in the body are broken. Now, 64 years later as of this year, people are still suffering from cancer. Even if a person appears healthy and energetic, damage from the radiation is still occurring. After the bomb blast, every victim was hospitalized and soon died after being admitted. Therefore, the atomic bomb is scary. The difference between an ordinary bomb and an atomic bomb is the plutonium-239, whose atomic nucleus emits radiation. I prepared these photos to show the destruction of people and property that such a bomb causes. If the weather were good, I would show you some nearby neighborhoods, but I am sorry that I can't do that today. Please see here. This stone is what's left of the revetment of a cathedral after the bomb was dropped. Here is glass on the ground. I think you can understand how hot the heat rays from the bomb were. [She moves the group around the hypocenter.] I think this was a kitchen here from someone's house. There are many tea bowls; you can see things like glasses, dishes, and other kitchenware. There were also human bones, but they were removed. You can see how hot the heat rays were. When the bomb was dropped, the surface temperature was thought to be between 3,000 and 4,000 degrees.

In a nearby neighborhood, Matsuyama lost 1,860 people in 300 households, with the only survivor being a nine-year-old girl. Earlier I showed you the Shimono River. This is where the tennis court was. Here was Shiroyama Elementary School [pointing to map]. Please look all over Urakami. You can see how scary the bomb was. And there were a lot of

merchants doing business here. There were many of these merchants whose names are now known after research. I am showing you a restoration map with names of the people who lived in Matsuyama at that time. This neighborhood was a quiet place. Nagasaki had two distinct areas. At the border of Nagasaki station, where the atomic bomb was dropped, it was a remote, rural-like area with districts including Dejima, Minamiyamate, Toujin, Yashiki. and there are Dokushima, Minamiyakita, Kinjin houses and exoticism with Christianity station as the boundary, and those in Nagasaki who are two distinct parts are dark, in the countryside It becomes towards.

“Is it that the locals do not want to come?” No, that is not the case. I think that it is a place not having a shop. I write it in English here.

“yeah yeah” This is the river below. There is no water as there is no revetment construction right now. At that time of the bombing, there was a lot of water. Children were playing here. It was a hot day as it was summer. After the atomic bomb was dropped, industrial high school teachers and their students sought water. Everyone died after drinking water, which was irradiated.