

## Women and Small Talk in Public Settings: Close-Contact Service Encounters

*The paper has addressed talk in public settings with the view to delineating the differences between transactional and relational talk and to unravelling the role played by the latter in two types of service encounters that basically involve female participants: an encounter with the dressmaker and a another one with the beautician. Our analysis has shown that in service encounters it is sometimes difficult to draw a clear distinction between small talk and transactional talk, since the overall structure of service encounters reflects the existence of a continuum rather than the discrete units of small talk and task-oriented talk we perceive. We distinguished four broad types of talk in service encounters: (1) phatic exchanges (greetings, partings); (2) transactional talk or task-oriented talk (instructions, requests); transactional-plus-relational talk (non-obligatory comments and task evaluations); (4) relational talk (small talk, anecdotes). The analysis of the data belonging to the fourth type has shown that small talk serves both transactional and interpersonal goals: it allows the opportunity to build up a good, sociable ongoing relationship that will stand the test of time and other captive encounters.*

*Key words: Small talk, transactional talk, conversation analysis, service encounters, positive politeness, gender identity*

### 1. Preliminary remarks

In terms of discourse structure and function, *phatic communion* in casual conversational settings occurs sequentially on the fringes of conversation where it functions as a means of defusing the potential hostility and tensions associated with silence, thereby establishing and maintaining social relationships, on the one hand, and achieving transition into, within or out of more task-oriented talk, on the other hand. However, phatic communion is not restricted to informal conversations among familiars, nor is it uniquely associated with the openings and closings of talk-in-interaction. Whenever interpersonal goals become salient, small talk is frequently embedded, though usually minimalistically, in a wide variety of service encounters ranging from brief buying/selling exchanges at stalls and kiosks (Meritt 1975) or supermarket checkout counters (Kuiper and Flindall 2000) to more extended service encounters (Coupland and McEwen 2000, McCarthy 2000). Thus the aim of this paper is twofold. First it explores some of the ways in which small talk in service encounters serves interpersonal goals. Second it relates the interpersonal function served by small talk to gender showing that certain small talk topics are instrumental in the construction of gendered identities.

## 2. Data collection and methodology

The chosen extracts for the present study belong in two sets of audio-recorded data. Both sets are uncontrolled samples of naturally occurring talk-in-interaction in service encounters. The Bucharest set (marked B) comes from the corpus of spoken Romanian established by the Romanian Language Department, Faculty of Letters, University of Bucharest<sup>1</sup>. The Constanța set (marked C) is part of an ongoing research project comprising ten hours of both mixed and same-sex interactions gathered over the last six years with a view to exploring the speaking practices of Romanian women and men in both formal and informal settings.

The excerpts<sup>2</sup> in the present paper come from two types of service encounter: a beautician's salon and an encounter with the dressmaker. What the data sets have in common is that they belong to what has been referred to as 'close-contact service encounters': service provider and client are in close proximity in a physically limited space for a defined length of time, becoming thus each other's captive audience (McCarthy 2000). Moreover, in both instances, service provider and client know each other from previous encounters; it is not their first time together (in the beauty session, for instance, service provider and client have known each other for over twenty years) and in both recordings the atmosphere is friendly and informal.

## 3. Distributional features of small talk in service encounters

Identifying small talk in service encounters is by no means a straightforward task since small talk does not clearly stand out from surrounding transactional talk as one might expect. Therefore the most appropriate approach to conceptualizing small talk in service encounters is in terms of a *continuum* rather than discrete units, with transactional talk and phatic communion interspersed with relational and transactional-plus-relational talk. Although the extremes are relatively easy to identify, many instances of talk during service encounters do not fit neatly into these core categories of transactional talk and phatic communion. Talk may shift along the continuum from transactional talk to talk that although task-oriented has a non-obligatory relational component attached to it. At the other end of the continuum, phatic communion drifts gradually towards relational talk as the content of the exchange relates more closely to the individuals involved. Thus, what we may term small talk in service

<sup>1</sup> For further details on the corpus and its construction see Ionescu-Ruxăndoiu (2002).

<sup>2</sup> The transcription conventions used for transcribing the conversations included in this paper as well as in the corpus on which our research has been based are adopted with some changes from Ochs, Schegloff and Thompson (1996: 461-65). One important difference between these conventions and the ones cited in the present is that capital letters are neither used in the beginning of turns nor for new turn constructional units. Nor are they used at the beginning of proper nouns. Capital letters are used to indicate some form of emphasis. The conversations have been transcribed phonetically. Thus we depart from some of the current spelling rules that apply to the letters *î/â* in medial position. We use the letter *a* only in such words as *român/românesc/românește/România*. Similarly, we use two variants for the verbal forms of *a fi* (to be) in first person singular and plural and in second and third persons plural (*sînt/sunt; sîntem/suntem; sînteți/sunteți; sînt/sunt*) depending on how our informants pronounce these forms.

encounters covers a considerable distance along the continuum extending towards transactional talk. In terms of its distribution, small talk is a pervasive feature of close-contact service encounters being not only associated with fringes of encounters but also frequently displacing task-related discourse throughout the encounter<sup>3</sup>.

#### 4. Types of talk in the data

##### 4.1. Transactional talk

The overall structure of both the beautician and dressmaker sessions consists of the stages given in Table 1 below, marked both verbally and non-verbally by both participants:

	The Beautician's	The Dressmaker's
1.	Arrival and checking in for appointment	Arrival and checking in for appointment
2.	Initial discussion with the client	(Initial discussion with the client)
3.	Transactional stage (i.e. core stage): the beautifying stage	Transactional stage (i.e. core stage): the fitting stage
4.	(Making another appointment)	(Making another appointment)
5.	Encounter evaluation	Encounter evaluation
6.	Payment	(Payment)
7.	Closure	Closure

**Table 1** Transactional stages in close-contact service encounters: the beautician and the dressmaker session

Sometimes these stages do not follow the specified order. Thus making another appointment may follow the payment stage. Moreover, during some encounters some stages may be lacking: this applies to stages given in round brackets. This is particularly true of the dressmaker session, where a fitting session generally extends over several encounters. **Transactional talk** clearly orientates towards these stages as the following extracts illustrate:

##### **Arrival and checking in for appointment**

##### **Excerpt 1 (C)**

<sup>3</sup> This stands in marked contrast to various types of workplace interactions where small talk tends to occur most typically, though not exclusively, at the boundaries of interaction and of the working day (Holmes 2000).

- 1 Client: bună seara sper că n-am întârziat  
2 Server: a::: nu este fără zece oricum clienta următoare nu vine așa că sunt mai liberă

### **Initial discussion with the client**

#### **Excerpt 2 (C)**

- 1 Server: vrei picioare și brațe  
2 Client: da  
3 Server : atât  
4 Client : atât

### **Making another appointment**

#### **Excerpt 3 (C)**

- 1 Client: doamna mariana  
2 Server: da  
3 Client da' vād ca fetele s-au trecut da' nu –  
4 totuși mai bine o să sun eu  
5 Server: ce?  
6 Client: mai bine o să sun vād că s-au trecut deja au început să se treacă (.)  
7 Server: păi da' unele vor neapărat și dacă nu-și mai găsesc oră știi  
8 Client: da  
9 Server: unele au motive să  
10 Client: io să: doar să-mi trec numai fața  
11 Server: ce vrei tu  
12 Client: adică la asta nu știu cum o să-mi crească cînd crește foarte repede  
13 câteodată nu crește  
14 fața aș vrea s-o trec

### **Payment**

#### **Excerpt 4 (C)**

- 1 Client : cât coastă  
2 Server : o sutădouă zeci astăzi

### **Closure**

#### **Excerpt 5 (C)**

- 1 Client : bine adina mersi mult de tot  
2 Server : cu plăcere  
3 Client : pa te-am pupat  
4 Server : pa pa

### **Transactional stage, i.e. core stage**

There are important differences between the two types of encounters in terms of the amount and nature of transactional talk. In part, these differences stem from spatio-temporal constraints. The beautician session can be described as a one-sided language-in-action event in which lengthy pauses are more numerous than in the dressmaker session: the beautician is physically active while the customer is passive and restricted to either lying on the bed or

performing certain movements when asked to do so. Thus in the beauty session the transactional stage includes local requests and/or instructions issued by the beautician:

**Excerpt 6 (C)**

1 Server: dă-te așa  
2           mai mult te rog a::șă

**Excerpt 7 (C)**

1 Server: vino mai încoace

Such instructions may only occasionally be issued by the client as in line 1 in each of the following two excerpts:

**Excerpt 8 (C)**

1 Client: să nu-mi lași brazde

**Excerpt 9 (C)**

1 Client: uite aici mai e o °dungă°  
2 Server: nu că aia ți-o las acolo n-ai zis tu că vrei cu dungi? așa ai zis  
3 Client: nu vreau zebra

However, such instructions issued by the client seem to be the exception that proves the rule. It is not surprising that they come from the encounter where both participants belong in the same age group

Our data show the talk throughout the dressmaker's session as being overwhelmingly task-related. This is not surprising since the dressmaker's session is more of a language-in-action for both parties, pauses being not only scarce, but also shorter. Both participants are verbally and mentally active informing and instructing each other. In the dressmaker session examples typical of the task-related transactional talk include explicit and elaborate instructions as to the process of making the particular garment piece. These instructions are bi-directional in the sense of being given by both client and service provider:

**Excerpt 10 (B)**

1 Server: ți-i faci așa ↓mai scurtți↑  
2 Client 2: nu nu nu sub: sub: sub gleznă  
3 Server: că ei vin mai pană↓  
4 Client 2: Da↓ vin da' vin puțin nu foarte mult vin pană  
5           o idee așa↓ deci nu foarte mult  
6 Client 1: păi nu poate să se-mbrace cu ei p-ormă  
7 Client 2: e:::  
8 Client 1: a::: cred că trebuie să-i pui aicea d-aia ca la bărbați↓ așa

Besides these obligatory transactional exchanges, however, long periods of activity take place where strictly speaking no task-oriented transactional talk is required. During the beautician sessions there are several medium-length silences of between 17 and 20 seconds while the server is heating the beeswax or checking its temperature or while she is preparing face pack or massage cream, one long silence of 62 seconds while the client is checking with the appointment book for making another appointment and a number of intermittent silences

of between 6 and 11 seconds while the facial or wax is being applied or the face is being massaged, occasions where talk would be difficult at least on the part of the client<sup>4</sup>. This intimate tie between language and action has considerable implications for one aspect of the organization of talk in interaction: silence. Our data reveal the silence factor to be particularly important in the distribution and types of relational talk. The amount of non-transactional talk is overwhelming during both sessions.

#### 4.2. Transactional-plus-relational talk

Before turning from task-oriented transactional talk to the nature and function of non-transactional or relational talk, it is worth noting that transactional events may be accompanied by non-obligatory non-transactional comments as in the following excerpts taken from the beautician session:

**Excerpt 11 (C)**

(while the beeswax is being applied)

1 Client: **a:::h ce pișcă pișcă rău**

2 Server: asta-i și ideea să (se) prindă

**Excerpt 12 (C)**

1 Client: **ai schimbat ceara ai pus d-aia caldă**

2 Server: nu tot aia e e tot aceeași

3 Client: **da' de ce pișcă așa**

Similarly, even the most overtly transactional or task-related talk may occasionally drift towards interpersonal discourse.

**Excerpt 13 (C)**

1 Server: niște comedoane ( )

2 **nu sunt ale tale**

3 Client: nu sunt ale mele

4 Server: **nu de vârstă**

5 **mănânci prea repede te grăbești poate**

6 Client: da

7 Server: **tenu' tău e foarte bun**

8 Client: câte ceva tre' să

9 Server: **și depinde și de anumite perioade ale să- lunii- respective**

10 Client: da

11 Server: **sau premenopauza**

12 **la tine nu e cazul da' la unele cliente**

13 Client: da înainte de ci[clu

14 Server: **[pe ciclul la tine**

<sup>4</sup> This is in keeping with recent research showing that talk in interaction where language is primarily in the service of physical activities regularly displays long silences (Carter and McCarthy 1997) which otherwise would be unacceptable in casual conversation.



co-experiencers of fashion, thereby consolidating the relational level. Yet this should not be taken to mean that relational talk is free-for-all, with no restraint on the topics addressed. The chosen topics bear some direct or indirect relevance to their gendered identities as women concerned with fashion and physical appearance.

**Excerpt 15 (B)**

- 1 Client 1: cred că spandexu se poartă extraordinar de bine  
 2 Server: spandexu-ăsta să știți că se poartă foarte bine [nu știu  
 3 Client 2: [păi da ↓ [da' nu  
 4 Server: [nu-i așa că vă-mpăcați  
     **bine cu el**  
 5 Client 3: **de doi ani am fusta aceasta**  
 6 Client 2: atuncea a apărut span[dexu  
 7 Client 3: [da  
 8 Client 2: atuncea a fost în vogă  
 9 Client 3: da. dar **asa de bine am purtat-o și m-am simțit asa de bi[ne**  
 10 Client 1: [da'  
 11 nu se șifonează ↓ nu ↑  
 12 Client 3: nu  
 13 **o speli și nici n-o [calci**  
 14 Client 1: [EXTRAordinar

In terms of the conversational strategies employed, it is worth noting that all participants show a preference for such positive-politeness strategies as repetitions that ratifies listenership and signals agreement with the interlocutor (line 2), supportive overlapping talk (lines 2 and 3; lines 3 and 4; lines 6 and 7; lines 9 and 10; lines 13 and 14) which is an important contributing factor to achieving cooperation and interpersonal involvement in talk-in-interaction or extreme case formulations (lines 9 and 14) which intensify interest in the conversation and the relationship. Elsewhere (Hornoiu 2003) we have shown that these interactional strategies occur with great frequency in Romanian women's conversational style and are instrumental in the pursuit of rapport and intimacy in relationships.

**Encounter evaluation**

An *encounter evaluation* typically occurs at the end of the session. Ordinarily, this type of transactional talk is supplied by the client, but the server might be expected to contribute in some way. Its function is to satisfy both parties' *positive face*, by describing the encounter as successful, free of problems. For illustrative purposes, consider excerpts 16 and 17.

**Excerpt 16 (C)**

- 1 Client: io mă uit după dungi adina  
 2 **a :::h ce bine arăt**

**Excerpt 17 (B)**

- 1 Server: așa și cu gulerașu' ăla

- 2 Client: **și uite că vine frumos**  
3 Server: **vine bine așa**

This encounter evaluation, in addition to conventionally signalling the closing of the core stage, also marks participants' orientation towards expressing varying degrees of enthusiasms for the outcome of the encounter which will consolidate a good, ongoing service relationship between them occupying thus a fuzzy place between transactional and relational talk. Both sessions then close after payment with phatic exchanges.

**Excerpt 18 (C)**

- 1 Client: mulțumesc la revedere sănătate  
2 Server: la revedere mulțumesc și eu

Ordinarily, in such phatic exchanges the client expresses her concern about the service provider's workload referring to how many other customers the server has to deal with before finishing work.

**Excerpt 19 (C)**

- 1 Client: **tu până' la ce oră stai aicea astăzi?**  
2 Server: o să stau până mai târziu  
3 Client: **mai ai cliente**  
4 Server: mhm  
5 Client: **și-ți pare rău?**

Such manifestations of concern, however, appear not be confined to the closing sequence. They may equally occur at the beginning of the session as a continuation of the greeting sequence, as extract 20 shows, where it marks transition to relational topics.

**Excerpt 20 (B)**

- 1 Client 1: **și nu ești aglomerată la ora asta?**  
2 Server: a:: așa așa. așa # da' nici nu mai știu ce să mai zic.  
3 am fost așa de amețită azi toată ziua  
4 n-am fost în stare să fac nimica nu știu de ce (naibii)

Irrespective of their location, they seem to have become a ritualisation of concern for the service provider in such situations.

The excerpts so far show the transactional and phatic components in both types of encounters as being additionally marked by orientation towards the ongoing client-server relationship. This orientation seems to be characteristic of 'captive audience' encounters as opposed to encounters of shorter duration (e.g. shops) where boundary marking of the phases of the encounter tends to be more business-like. I have also noted that both data sets involve participants who are not transacting service for the first time. This distinction between long-term and zero-history relationships (King and Sereno 1984:271) is an important factor in how

relational meaning is co-constructed by participants in talk, and this would certainly seem to be relevant here<sup>5</sup>.

### 4.3. Relational topics

When neither phatic nor transactional talk is not required, or when silence does not fill any parts of the session, conversational space is given over to casual conversation. The topics are initiated by each participant; in both sessions, however, they revolve mostly around and the family of the service provider; the client asks the server a lot about herself but returns relatively little about her own life. This may be, to a certain extent, more than personal reticence: the service provider is often physically in a better position to engage in conversation, while the client may be discomforted for extended periods, e.g. when her face is being massaged or facial is being applied. Personal reticence, however, may be an explanation that should not be dismissed out of hand since in the session where both the client and the beautician belong in the same age group the former is more willing to contribute to this kind of personal disclosure.

Our analysis of the relational topics introduced by both participants reveals that they fall into the following broad categories: (i) they report noticings regarding the immediate local environment; (ii) they include requests for news updates; (iii) they include one's plans for future activities. In another study (Hornoiu 2004) we have analysed the relational topics falling in the first category. In what follows, we will focus on the last two categories: **requests for news updates** and **plans for future activities**.

These topics are recognizably *small talk* in so far as they have a strong sense of being current or proximate either temporally or spatially. At a grammatical level, this sense of being current or proximate is reflected in the consistent use of present tense and directly quoted speech when past events are reported thus rendering the past event or activity in question as newsworthy because of its immediacy and proximateness<sup>6</sup>. Moreover, the use of a variety of deictic and elliptical references invokes a further sense of being proximate (Brown and Levinson 1987): the closeness of the relationships between the participants themselves the shared knowledge required for establishing the correct identity of the referent.

#### 4.3.1. News updates

A category of small talk topics includes topics which arise in response to enquiries about *news-updates*. They have a sense of being proximate in so far as they invite the interlocutor to report on the current 'state of affairs' regarding something they talked about last time they met or to report some event which has recently occurred. These requests for news-updates are

<sup>5</sup> This distinction also accounts for the much richer relational data found in studies such as Ylanne-McEwen (1997), where the extended travel agency encounters depended for their success in no small part on the achievement and maintenance of a satisfactory relationship between server and customer.

<sup>6</sup> Cf. Tannen (1989)

triggered by other-attentive enquiries: they are solicitous and as such they are instrumental in building positive relationships. These enquiries and the news-updates they elicit are other-attentive to two issues: what is known about the other's schedule (people visiting, trips) and problems (particularly concerning health) experienced by the interlocutor or significant others. Such news updates generally take the form of more or less extended anecdotes and stories and are therefore instrumental in the construction of one's social identity<sup>7</sup>. The elicitation of detail by the client is interpreted as an expression of interest and commitment. Likewise telling and sharing details about one's personal life is at the centre of the pursuit and confirmation of rapport and intimacy in relationships (Tannen 1989). This is particularly true of the session where the two participants have known each other for almost twenty years: the beautician engages in extended stories about her husband's health, or her son and daughter-in-law's happy marriage, about her grandson's academic success or her granddaughter's cooking talent. Excerpts 21 and 22 illustrate some of these stories.

**Excerpt 21 (C)**

- 1 Client: și felicia ce face? a fost ziua ei duminică  
2 Server: felicia da pe 23 a împlinit și ea patruzeci și trei de ani si restu-  
3 lucrează da' ea luna și joia își ia liber că lucrează mai târziu  
4 cum lucram io pe vremuri și se chinuie cu ceara  
5 că ba le-o dă o firma mai bună alta mai puțin bună  
6 clientele care mai întârzie care  
7 (3)  
8 vin la timp [...]  
9 Server: cosmin a terminat toate zece examenele și a luat numai nouă și zece  
10 ce n-a facut în anu' unu și doi  
11 Client: da  
12 Server: și și-a facut mărtișoare să le dea cadou colo colo și el  
13 să nu mai dea bani pe ele  
14 Client: și george?  
15 Server: george nu se simte bine cu sănătatea a făcut tratament și fizioterapica  
16 a făcut și reflexo  
17 în londra a făcut crize și a trebuit să-și facă [injecție cu voltaren  
18 Client: [m:::  
19 Sever: și acum mai are niște câteva ședinte de fizioterapie (cu) pauza de zece zile  
20 și să continue mai continua câteva  
21 (2)  
22 pe douăș' patru martie tre' să plece  
23 Client: e acasă el  
24 Server: e acasă de o lună și ceva  
25 Client: nu se plictisește acasă  
26 Server: e nu:: mai face și el

<sup>7</sup> There is a great deal of research on the use of narrative in the presentation of self both from a psychological perspective and from a more socio-cultural viewpoint. For a valuable review of the characteristics of different approaches, see Schiffirin (1996).

- 27 Client: da: v-ajuta  
 28 Server: pe felicia ei acolo-n casă fac menaju' că până vine felicia seara  
 29 ce s-o mai aștepți pe felicia să pregătească masa să:  
 30 mai ușurează pe căn- cătălina că ea se pricepe la gătit  
 31 și cosmin face piața  
 32 Client: cătălina gătește da?  
 33 Server: cătălina găte::ște  
 34 (2)  
 35 ce nu știe mai face felicia mai complicat joia și luna  
 36 în rest cartofi la cuptor cartofi prăjiți ouă ochiuri grătar  
 37 Client: e și astea dacă vîi și le găsești gata făcute contează  
 38 Server: e:: da' ea nu poate la opt și jumătate să aștepte toți nemâncații să vină felicia să pregătească

**Excerpt 22 (C)**

- 1 Server: era mândră că de ziua ei i-a luat cosmin o pereche de cercei de argint mari așa  
 2 Client: a:::h  
 3 Server: cînd i-am văzut la (.) ureche zic io nu port așa și era numai cu argint  
 4 da' verigheta lor este combinație de aur cu aur alb  
 5 Client: mhm ce frumoasă  
 6 Server: și merge și la argint și la aur da și avea o groază de brățări pe mână  
 7 'cerceii ăia mari mi-a luat cosmin de ziua mea'  
 8 că pe nouă februarie a fost ziua lu' cătălina pe cinșpe a lu' cosmin și acum pe  
 9 douăștrei a lu' felicia da și:::  
 10 (4)  
 11 îi luase a venit c-o seară înainte nașa de cununie a lor și i-a adus o bluză  
 12 foarte frumoasă cu fir prin ea așa  
 13 (4) au facut la clubu' unde lucrează cosmin au serbat amîndoi pe::: sîmbătă  
 14 pe paișpe  
 15 Client: de velăntain  
 16 Server: da au făcut platouri reci  
 17 le-am făcut io un tort de fructe le-am dat

These conversational exchanges are exchanges between women and the intimacy being constructed here through story telling revolves around stereotypically gendered themes. These stories are often used by conversationalists to construct or reinforce a particular a particular kind of gendered identity for both the narrator and the protagonists. The gender identity constructed here is to certain extent a conservative one: an identity conforming to the beliefs existing in a patriarchal society<sup>8</sup>, beliefs about the way women and men should behave. This

<sup>8</sup> Recent research on gender has shown that post-communist Romanian society, although characterised by gender-related egalitarianism at the level of official ideology, is marked by traditional patriarchal attitudes and practices in the private sphere and by patriarchal authority in terms of the state-citizen relationships (Pasti 2003). Moreover, recent public opinion polls and increasing tendencies towards

mirrors Andrei's point (1978) that there is overwhelming societal pressure to accept particular gender roles:

'Noi nu ne creștem copiii cum vrem, ci așa cum ne impune obiceiul, tradiția, opinia publică, societatea cu structura ei dintr-un moment dat' (Andrei 1978 : 219)

The question that arises is what do such stories aim to accomplish? At one level they are intended to bring the interlocutor up-to-date on what the narrator and significant others have been doing. At another level they are components in a complex answer to the client's enquiry. At yet another level during these stories, the service provider constructs conservative or normative gender identities for herself, her daughter-in-law and her granddaughter. According to *Barometrul de gen (the Gender Barometer) 2000*, in contemporary Romanian society the proportion of women who have internalized and accepted patriarchy is roughly similar to that of men<sup>9</sup>. She represents her daughter-in-law as a 'good' mother and 'loving' wife who is concerned for her family's comfort and well-being and therefore works long/unsocial hours to supplement her family income<sup>10</sup>, but at the same time she manages to take two days off to look after her family's needs. Consider the most obvious relevant sections of the stories/narratives:

**Excerpt 23 (C)**

- (felicia) lucrează da' ea luna și joia își ia liber că lucrează mai târziu cum lucram io pe vremuri și se chinuie cu ceara că ba le-o dă o firma mai bună alta mai puțin bună
- (o ajuta) pe felicia acolo-n casă fac menajul' că până vine felicia seara ce s-o mai aștepți pe felicia să pregătească masa
- (ce e mai complicat) face Felicia joia și luna
- e:: da' ea nu poate la opt și jumătate să aștepte toți nemâncații să vina felicia să pregătească
- era mândră că de ziua ei i-a luat cosmin o pereche de cercei de argint mari așa

While the message is easily inferred from the first four utterances, it is not quite so obvious from the last. In fact, this utterance indicates that Cosmin's love for his mother is a reflection of the latter's good qualities. The server also constructs her own gender identity as a good understanding mother(-in-law) and grandmother:

**Excerpt 24 (C)**

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left-wing conservatism show that a paternalist state is still favoured in contemporary Romanian society (Miroiu 2004).

<sup>9</sup> Romanian mass-media do not portray a less patriarchal society. Television shows with and about women are confined to aspects of the private sphere whereas shows with and about people (i.e. men) focus on aspects of the public sphere and issues of general interest. Commercials endlessly perpetuate the image of the woman who brings up her children and does all the cleaning and cooking to keep her man around the house or the woman who beautifies herself to win over the man for whom she will wash, clean and cook to keep him around the house.

<sup>10</sup> More often than not, female professionals depend on their husbands' incomes since their own incomes are inadequate (Pasti 2003).

- până vine felicia seara ce s-o mai aștepti pe felicia să pregătească masa
- le-am făcut io un tort de fructe le-am dat

Similarly, the service provider constructs for her grand-daughter a gender identity that conforms to the rather conservative norms of Romanian society. The granddaughter is portrayed as being perfectly able to look after her father and brother and run the household showing that in the traditional Romanian family, which is characterised by a spirit of partnership only to limited extent<sup>11</sup>, the performance of the housewife role in adulthood is prefaced by a long period of apprenticeship. This is most obvious in the following three utterances:

**Excerpt 25 (C)**

- Cătălina se pricepe la gătit
- cătălina gătește (...) cartofi la cuptor cartofi prăjiți oua ochiuri grătar
- ea nu poate la opt și jumătate să aștepte toți nemâncății să vină felicia să pregătească

These extracts describe a state of affairs frequently encountered in Romanian society: girls are socialized into appropriate 'feminine' behaviour which presupposes, among other things, taking care of the male members of their families<sup>12</sup>. In the socialization of boys, freedom of choice and independence are valued twice as much as in the case of girls who are orientated towards obedience and hard work<sup>13</sup>.

At least one rather different feminine identity gets voiced throughout these news-updates. It is the identity of several mutual female acquaintances who identify themselves more readily with the role of a modern woman with a full-time job, a woman who is very careful about her physical appearance and who regularly undergo beautifying treatments<sup>14</sup>.

**Excerpt 26 (C)**

- 1 Client: da camelia ce bine arată nu ?
- 2 Server: da camelia arată foarte bine
- 3 'să știți că chiar nu m-am dus decât de vreo două ori'
- 4 la o colegă a ei care a făcut cosmetică
- 5 da' nevoită că mă duceam acolo la coafor și dacă nu mai puteam să vin
- 6 de când lucrez la bancă termin tot la șapte opt seară
- 7 știam ca sâmbăta dumneavoastră nu lucrați
- 8 și când mi-am adus aminte
- 9 când a mai vrut ea să mai vină din nou auzise că sunt bolnavă și nu mai lucrez
- 10 Client: și auraș?

<sup>11</sup> In contemporary Romanian society 80% of household chores and the raising of children is left up to the wife whereas only in 5% of Romanian families household chores are jointly completed by both partners (Barometrul de gen, 2000).

<sup>12</sup> Cf. Stanciulescu (1998)

<sup>13</sup> See *Barometrul de gen (2000)*

<sup>14</sup> This type of woman, promoted mainly by mass-media, is referred to in gender studies as 'the Barbie doll' – an independent career woman with sex appeal and access to beautifying techniques.

11 Server: auaş acum nu mai vrea să piardă  
12 că toate fetele au lăudat-o ca arată foarte bine

These extracts show how gender identity is constantly being constructing and people may reinforce existing societal norms at one point, but challenge and contest them at others. In extracts 21 and 22, on this particular occasion the service provider constructs a predominantly conservative identity not only for herself but also for her daughter-in-law and granddaughter. Although we may safely assume that in other respects their gendered identities may not conform to the rather conservative norms of Romanian society, on this occasion she takes the traditional roles of 'good mother', 'good daughter' and 'good wife' very seriously, and likes others to recognise and appreciate the extent to which she and other female members of her family meet society's prescriptions in these two areas.

Occasionally such news-updates are instigated by the news-teller without prompting. The excerpt below is reproduced here in its entirety:

**Excerpt 27 (C)**

1 Client: io nu m-am epilat de cînd ai de cînd am venit aici ultima oară  
2 SP: mhm  
3 (5)  
4 Client: a:: şi cu ceara chestia e că ăia aveau  
5 da' ştii de care aveau din alea mici așa de lumînări  
6 SP: aha  
7 Client: şi:: era cînşpe mii bucata şi io am întrebat-o pe mirela şi-am zis  
8 mă ar trebui să luăm câte din ale ar trebui să luăm ca să  
9 SP: erau chiar lumînare cre' ca așa mici  
10 Client: nu erau lumînări lumînări  
11 arătau ca nişte:: ştii cum sunt formele alea de prăjituri a::  
12 SP: da  
13 Client: sunt nişte forme dacă faci şarlotă sau budincă din aia  
14 e::h așa erau şi alea cică erau lumînări  
15 ăia încercu să mă convingă nu domnişoară că oricum dacă vrei vă aduc mai  
16 multe sau ceva de genu' ăsta  
17 SP: da am rezolvat într-un fel deocamdată am făcut rost  
18 (5)  
19 Client: şi eram sigură că la noi așa o să fie  
20 oricum se uita lumea cam chiorâş la mine cînd am spus că am nevoie  
21 de mai mult  
22 SP: ceară de albine  
23 Client: mhm da  
24 cât de multă făcea  
25 MU::ltă ((laughing)) zic un kilogram am nevoie  
26 (2)  
26 SP: așa am pătit eu cînd am lucrat odată cam un an jumate la tarabă-n piaţă ştii  
27 mi-am pus anunţ la tarabă acolo că vreau sacăz ştii  
28 caut sacăz cumpăr sacăz nu ştiu ce-am scris  
29 şi vine şi mă-ntreabă cât sacăz vrei?

30 și avea și el uite atâta  
 31 Client: ((laughing))  
 32 SP: păi io vreau vreo zece kilograme douăzeci depinde de preț  
 33 a:::h da' pentru ce-ți trebuie ție că mă gîndeam că ai aparat pistol d-ăla de lipit  
 34 și n-ai sacâz  
 35 știi că se mai folosește la electricieni la (decat) le folosesc ei

Following a piece of personal information concerning the last time she had her leg hair removed which is not topicalised and a five-second inactive pause in line 3, the client starts relating a story about the difficulties she encountered while trying to get some beeswax (lines 4-17); a second long pause (line 18) is then broken by the client with a retrospective comment on the lapsed topic (lines 19-25), which the server matches with an account of a similar experience (lines 26-35)<sup>15</sup>. The service provider's account fills a much shorter pause this time (line 26). Thus the excerpt shows both participants as working hard to fill inactive embarrassing **silences**.

At times such news-updates may be designed as a continuation of a noticing about the immediate local environment. Excerpt 28 is a case in point.

#### Excerpt 28 (B)

1 Client 1: CE material e ăsta ↓ span[dex?  
 2 Client 2: [spandex  
 3 SP: [spandex e ↓ da  
 4 Client 1: nina vrea să-și facă pantaloni.  
 5 Client 2: da. pică bine  
 6 Client 1: ți-a zis ↑ ți-a zis ↑  
 7 SP: mi-a zis că-i trebuie pantaloni ↓ da' nu mi-a zis că-și ia spandex  
 8 Client 1: păi a probat acuma-ntr-o zi ↓ nu știu cine-a adus ↓ de-a gata așa ↓  
 9 da' d-ăia subțirei. s-a-mbrăcat și vai și-a defilat p-acolo zice ↓ îmi stă bine  
 10 zic ↓ EXTRAordinar de bine  
 11 ia să-mi fac eu pentru toamnă

In the above excerpt the news-update is supplied, without prompting, by client 1 in line (4) as a continuation of a noticing about an aspect of the immediate local environment in line 1. After seeking confirmation (line 6) as to whether the other party is familiar with this piece of news, client 1 moves on to telling the story in lines 8-11. Because such enquiries about news-updates refer back to events both participants are familiar with, the majority of deictic and elliptical references are to be found in this type of topics. The shared knowledge lying behind the use and interpretation of such references, in addition to the closeness which is invoked by the use of other-attentive enquiries which are finely tuned to the detail of the other's life, help to foster a sense of relational proximity hence intimacy. This sense of proximity is also

<sup>15</sup> This is in line with Lindelfeld's (1990) finding that market traders only give personal information as an act of matching personal information provided by customers.

reinforced by the use of directly quoted speech and present tenses when past events are being narrated.

### 4.3.2. Plans for future activities

Another category of small talk topics involves the participants' describing their personal plans for proximate activities in the immediate future. One essential difference between *oh*-prefaced environmental noticings and other types of reports lies in the fact that only *oh*-prefaced noticings can be inserted in a sequentially disjunctive position, in the middle of an opening or closing sequence, for instance, or within an adjacency pair. Ordinarily in my data they occur without prompting and they are designed as a continuation of other types of small talk topics such as weather talk or news-updates in excerpt 30 or to task-related talk as in excerpt 29:

#### Excerpt 29 (C)

1 Client: să nu-mi lași brazde pe picioare că **s-ar putea să port fustă în weekendu' ăsta undeva**

2 SP: (i-auzi)

3 Client: **s-ar putea să mă duc la teatru**

4 SP: spune cu voce tare un' te duci s-audă și (gagiu')

5 Client: nu spun cu voce tare spun cu juma' de gură

6 **el mi-a promis că mă duce la teatru da' las' că vedem acuz'**

7 SP: îți arată el teatru acasă

#### Excerpt 30 (C)

1 SP: a::h ce rece e

2 Client: am impresia că m-am îmbrăcat cam subțire și nu e așa cald afară precum pare

3 (3)

4 **mâine mă duc iar la bucurești**

5 **de acum te-ai obișnuit dacă mă vezi pe aicea tre' să mă duc la bucurești**

6 SP: a: șa:: io sunt biletu' vostru de voie de a pleca

7 Client: al meu cel puțin că mirela n-a mai plecat de cinci luni da' al meu ești sigur

8 că am vorbit și cu grasu' la telefon și am zis că mă duc să mă jupă

Like weather talk or news-updates, descriptions of future activities are immediately visible as small talk, to the extent to which the activities they report are totally mundane, inconsequential and familiar involving recurrent favoured themes and tales of entirely routine activities. In excerpt 30 the imperative is to fill in an inactive silence at line 3, but the participants eschew other options in favour of a topic which functions as a bridge into intimate and self-revealing talk thereby enabling them to advance their personal knowledge of each other. Engaging in such trivial topics seems to invoke the immutability and continuity of the relationship and it may occasion subsequent talk on that topic, or it may be swiftly dropped.

## 5. Concluding remarks

This paper has addressed talk in public settings with the view to *delineating* the differences between **transactional** and **relational talk** and to unravelling the role played by the latter in two types of service encounters that basically involve female participants: *an encounter with the dressmaker* and a another one *with the beautician*. Our analysis of the data enabled us to distinguish four broad types of talk in service encounters: (1) *phatic exchanges* (greetings, partings); (2) *transactional talk* or task-oriented talk (instructions, requests); *transactional-plus-relational talk* (non-obligatory comments and task evaluations); (4) *relational talk* (small talk, anecdotes).

It is only in the second type (i.e. transactional talk) that participants focus predominantly on task demands, and even here, they do not hesitate to reinforce the relational component should the opportunity arise. In the third type, transactional-plus-relational talk, it is difficult to draw the dividing line between task-oriented discourse and non-obligatory comments and accounts.

Another issue that this paper addressed was the *functions* of small talk in close-contact service encounters. At the beginning of an interaction, small talk assists the transition from phatic exchanges to task-oriented talk. At the end of an interaction, it provides a means of finishing on a positive note, referring, although in passing, to the personal component of the relationship. Throughout the interaction, small talk is a useful undemanding means of filling inactive silences that may seem threatening and awkward, of expressing and reinforcing solidarity.

Although being a fundamentally social kind of talk, small talk serves both transactional and interpersonal goals: it allows the opportunity to build up a good, sociable ongoing relationship that will stand the test of time and other captive encounters. This feature renders small talk multifunctional. Some social and/or physical aspects of the speech event, such as belonging in the same age-group, a long-lasting relationship or the location of the encounter in the service provider's house, seem to favour a longer and more elaborate relational component. Whether consciously or not participants seem to know that successful business is built around good personal relationships and they do not seem miss any opportunity to consolidate the relational level.

Paying attention to the positive face of others is one means of constructing an identity that is perceived as predominantly feminine not only in western cultures, but in the Romanian culture as well (Hornoiu 2003). The excerpts analysed in this paper lend support to the widely held view that women tend to 'mix business with talk about their personal lives and expect other women to do so' (Tannen 1994). Some of the excerpts analysed in this paper as illustrating topics that are recognizably small talk have also been examined elsewhere (Hornoiu 2005) from another perspective: their role in the construction of a gendered identity.

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