

**PHATIC COMMUNION USED BY THE MAIN CHARACTERS  
IN LETTERS TO JULIET MOVIE**

**UNDERGRADUATE THESIS**

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**STUDY PROGRAM OF ENGLISH  
DEPARTMENT OF LANGUAGES AND LITERATURE  
FACULTY OF CULTURE STUDIES  
UNIVERSITAS BRAWIJAYA**

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*LETTERS TO JULIET* MOVIE**

**UNDERGRADUATE THESIS**

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**2016**

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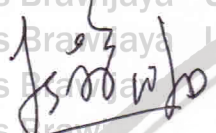


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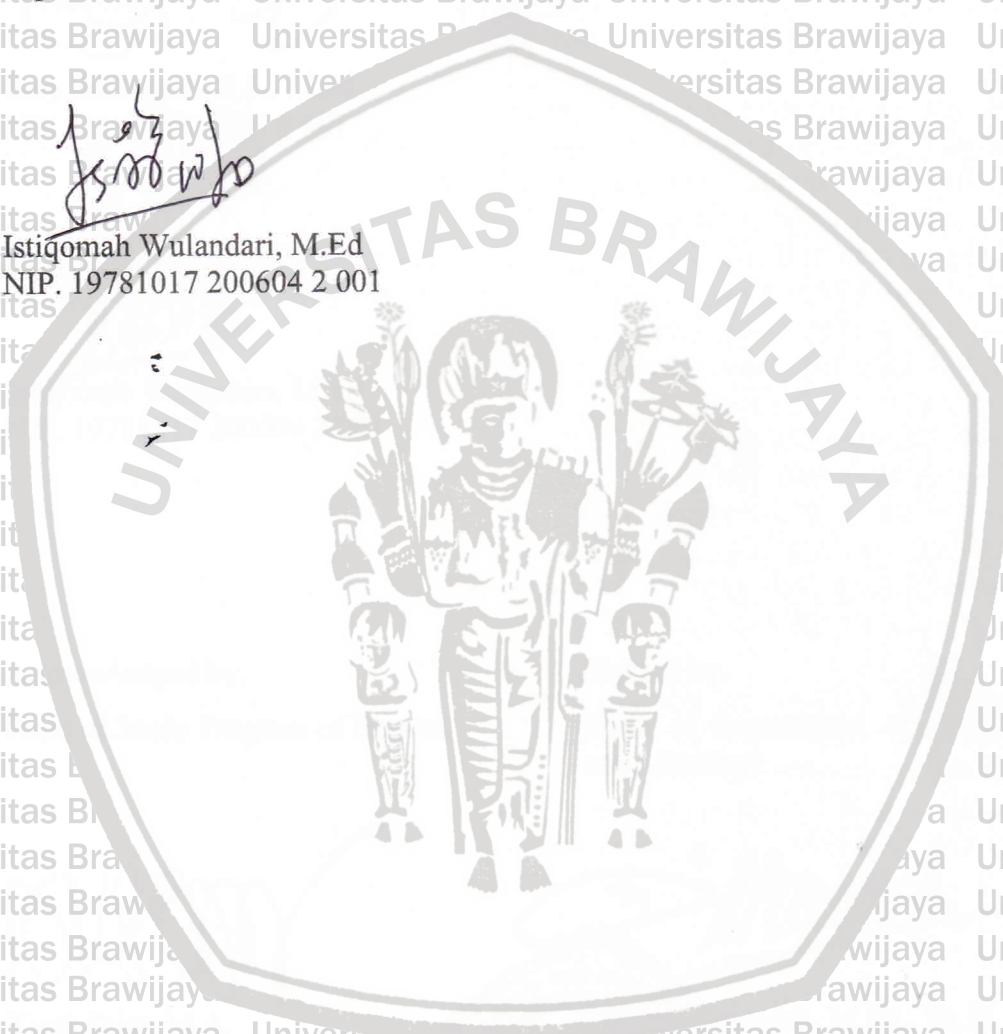
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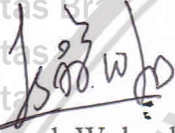
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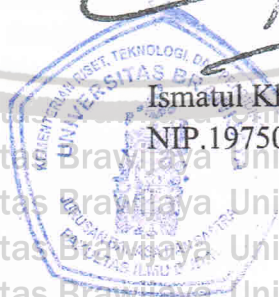


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## ABSTRACT

Adinia, Dwinta Rizky. 2016. **Phatic Communion Used by the Main Characters in *Letters to Juliet* Movie**. Study Program of English, Department of Languages and Literature, Faculty of Cultural studies, Universitas Brawijaya. Supervisor: Istiqomah Wulandari, M.Ed.

Keywords: Phatic communion, Movie, *Letters to Juliet* Movie.

Phatic communion usually happens in communication activity. Phatic communion is a simple utterance which can break the silence which happens in communication. This study intends to investigate phatic communion used by the main characters in *Letters to Juliet* movie. The writer used Aitchison's (1996) theory to classify phatic communion into each types. There were two aimed in this study. The first was to find out the types of phatic communion that is used by the main characters in *Letters to Juliet* movie and the second was to find out the reason the main characters of *Letters to Juliet* movie used phatic communion in such communication.

This study used qualitative approach. The writer watched the movie in order to collect the data. In analyzing the data, the writer used three steps. First, the writer classified the utterances performed by the main characters which include the types of phatic communion based on Aitchison's theory. Second, the writer categorized the utterances which include the types of phatic communion and select it into a table form. Last, the writer analyzed the reason the main characters use phatic in communication.

This study reveals that there were 194 utterances which are included the types of phatic communion based on Aitchison's theory. It divided into four types; 46 utterances of ritual words that are exchanged when people meet, 70 utterances of standard topic of conversation, 53 utterances of supportive chat and 25 utterances of meaningless or misunderstood words. Moreover the reason certain types of phatic communion used by the main characters were to break the silence, and to strike up the relationship with others.

Through this study, the future researchers are expected to investigate phatic communion from other object beside movie such as novel or in social interaction. The writer suggests the next researchers to apply other theories of phatic communion from different experts. The writer also suggests the students of study program of English who are interested in conducting phatic communion to learn more about the response or the function of phatic communion that exists in daily conversation.

## ABSTRAK

Adinia, Dwinta Rizky. 2016. **Basa-basi yang Digunakan Aktor Utama dalam Film *Letters to Juliet***. Program Studi Sastra Inggris, Jurusan Bahasa dan Sastra, Fakultas Ilmu Budaya, Universitas Brawijaya. Pembimbing: Istiqomah Wulandari, M.Ed.

Kata Kunci: Basa-basi, Film, Film *Letters to Juliet*.

Basa-basi merupakan hal yang biasa terjadi dalam kegiatan komunikasi. Basa-basi sendiri merupakan kalimat yang sederhana, tetapi dapat menghidupkan suasana ketika terjadi suatu keadaan dimana keheningan muncul ketika kegiatan komunikasi berlangsung. Penelitian ini bertujuan untuk menyelidiki basa-basi yang digunakan oleh pemeran utama utama dalam film *Letters to Juliet*. Penulis menggunakan teori Aitchison (1996) untuk mengklasifikasikan basa-basi kedalam beberapa tipe. Terdapat dua tujuan dalam penelitian ini. Pertama adalah untuk mengetahui tipe basa-basi yang digunakan oleh aktor utama dalam film *Letters to Juliet*, dan yang kedua adalah untuk mengetahui alasan aktor utama menggunakan basa-basi dalam berkomunikasi.

Penelitian ini menggunakan pendekatan kualitatif. Penulis melihat film dan kemudian mengumpulkan data. Dalam menganalisis data, penulis menggunakan tiga langkah. Pertama, penulis memilih kalimat yang diucapkan oleh aktor utama yang mengandung jenis basa-basi berdasarkan teori Aitchison. Kedua, penulis mengelompokkan kalimat yang mengandung basa-basi dan kemudian mengelompokkannya kedalam bentuk tabel. Terakhir, penulis menganalisa alasan yang mempengaruhi para pemeran utama utama untuk melakukan basa-basi.

Penelitian ini mengungkap bahwa terdapat 194 kalimat yang mengandung basa-basi berdasarkan teori Aitchison. Basa-basi ini kemudian dibagi ke dalam empat tipe yaitu 46 kata ritual yang digunakan orang ketika bertemu, 70 topik standar dalam berkomunikasi, 53 gagasan pendukung, 25 kata tanpa makna atau membingungkan. Selanjutnya, alasan penggunaan basa-basi oleh aktor utama diantaranya yaitu untuk menghilangkan keheningan dalam berkomunikasi, dan untuk meningkatkan hubungan baik antara satu sama lain.

Melalui penelitian ini, para peneliti selanjutnya diharapkan dapat meneliti basa-basi dari objek yang berbeda selain film, seperti novel atau interaksi sosial. Penulis menyarankan para peneliti selanjutnya yang ingin membahas tentang basa-basi untuk menggunakan teori yang berbeda. Penulis juga menyarankan mahasiswa Program Studi Sastra Inggris yang tertarik untuk melakukan penelitian tentang basa-basi agar dapat lebih mempelajari tentang respon maupun fungsi basa-basi yang dapat ditemukan dalam percakapan sehari-hari.

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writer hopes that this research can be useful for students of Study Program of English especially those who want to conduct study in the same field.

Malang, August 3<sup>rd</sup> 2016

Dwinta Rizky Adinia



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## CHAPTER I

### INTRODUCTION

This chapter consists of background of the study, problems of the study, objectives of the study, and the definition of key terms.

#### 1.1 Background of the Study

Phatic communion usually does by human in their communication. These utterances which are simply but can break the silence even discomfort happens in conversation. Moreover, it is also can be used as the prolog in communication.

The utterances such, 'hello' or 'how are you?' are the common examples of phatic which are happening in such communication. The using of phatic communion itself is very useful to build a good relationship among the speakers.

According to Malinowski (1923, cited in Wardhaugh 2006 p.286), "phatic communion is a type of speech in which ties of union are created by a mere exchange of word". It means that phatic communion has an important function in maintaining and establishing social relationship among the people. In phatic, it is also shown that the function of language is not just conveying the real information, but it is also used for making a good solidarity among the speakers in life.

Thus, in the book entitled "*The seeds of Speech*" Aitchison (1996) develops his idea about phatic communion. He classifies phatic into four types there are ritual words that are exchanged when people meet, standard topic of conversation, supportive chat, and meaningless words or misunderstood words.

The researcher is interested in conducting this study with movie as the object of the study. Movie is a series of moving pictures recorded with sound that tells a story, shown at the cinema or movie theater ([www.oxforddictionaries.com](http://www.oxforddictionaries.com)).

Nowadays, there are some kinds of movie that are existed in social such as comedy, romance, drama, horror etc. The story that shows at movie itself is adapted from the phenomenon that happens in real life. On the other words, movie is a reflection of human's daily life.

Therefore, there are so many phenomenon of phatic communion that can be found in movie. In this study, the researcher chooses to study the phenomenon of phatic communion that found in *Letters to Juliet* movie. Through this movie, the researcher wants to know what types of phatic communion used by the main characters in their conversation and also the reason certain types of phatic communion is used.

*Letters to Juliet* movie is chosen by the researcher as the object in this study. This movie was the final work of director Gary Winick which realized on May 14, 2010. *Letters to Juliet* is a movie which tells about an old woman who tries to find her first love. The problem is starts when a young girl replied an old letter and it spirits an old woman (the owner of the letter) to find her first love.

The topic in this study is phatic communion that used by the main characters in *Letters to Juliet* movie. The writer interested in conducting research in phatic communion since it has important role in maintaining solidarity in social.

By using phatic in communication, it is not just can break the silence but it is also used as the opening or the ending in conversation. Moreover, the writer is also

interested in conducting *Letters to Juliet* movie as the object because of some reasons. First, based on the story itself this romantic drama shows the sweet story when an old woman has a big spirit to find her first love though they live in different places and have not met each other for about 50 years because she believes that love has no expired date and after a long trip finally she meet him. In this movie, we can take the value is that love has no expired date, when you believe and try hard to find it. The second, this movie shows some characters who have not known each other before. They have different social background including age, status, gender, culture which influenced them to use phatic in communication.

This study is hopefully useful for the Study Program of English students to give them the best understanding about sociolinguistics in term of phatic communion by showing the reader how the theory of phatic communion is applied in a real conversations and types of phatic communion used in the conversation in a movie. Moreover, this study hopefully can be reference for the next researchers who have the same interest. The writer also suggests the next researcher to conduct a deeper analysis such as use different object material not only movie but also in other media such as novel or might be in social. In this study, the writer applied the Aitchison's (1996) theory that is considered to be the most appropriate theory to investigate the types of phatic communion used by the main characters in *Letters to Juliet* movie. Thus, the writer conducts a research entitled "Phatic Communion Used by the Main Characters in *Letters to Juliet* Movie".



## 1.2 Problems of the Study

Based on the background of the study above, the problems in this research as follows:

1. What are the types of phatic communion used by the main characters in *Letters to Juliet* movie based on Aitchison theory?
2. What are the possible reason certain types of phatic communion used by the main characters in *Letters to Juliet* movie?

## 1.3 Objectives of the Study

According to the problems of the study above, the objectives of the study as follows:

1. To find out the types of phatic communion that used by the main characters in *Letters to Juliet* movie based on Aitchison theory.
2. To find out the possible reason of certain types of phatic communion used by the main characters in *Letters to Juliet* movie.

## 1.4 Definition of Key Terms

a. **Sociolinguistics** : the study of language in relation to society  
(Hudson, 1996, p.4)

b. **Speech Function** : there are a number ways of categorizing the function of speech such, expressive, directive, referential, metalinguistic, poetic, and phatic. (Holmes, 2012, p.275)

c. **Phatic Communion** : There are four types of phatic communion such as, the ritual words that are exchange when people meet, standard topic of

conversation, supportive chat, and meaningless or misunderstood words.

(Aitchison, 1996, p.21)

d. **Movie** : a series of moving pictures recorded with sound

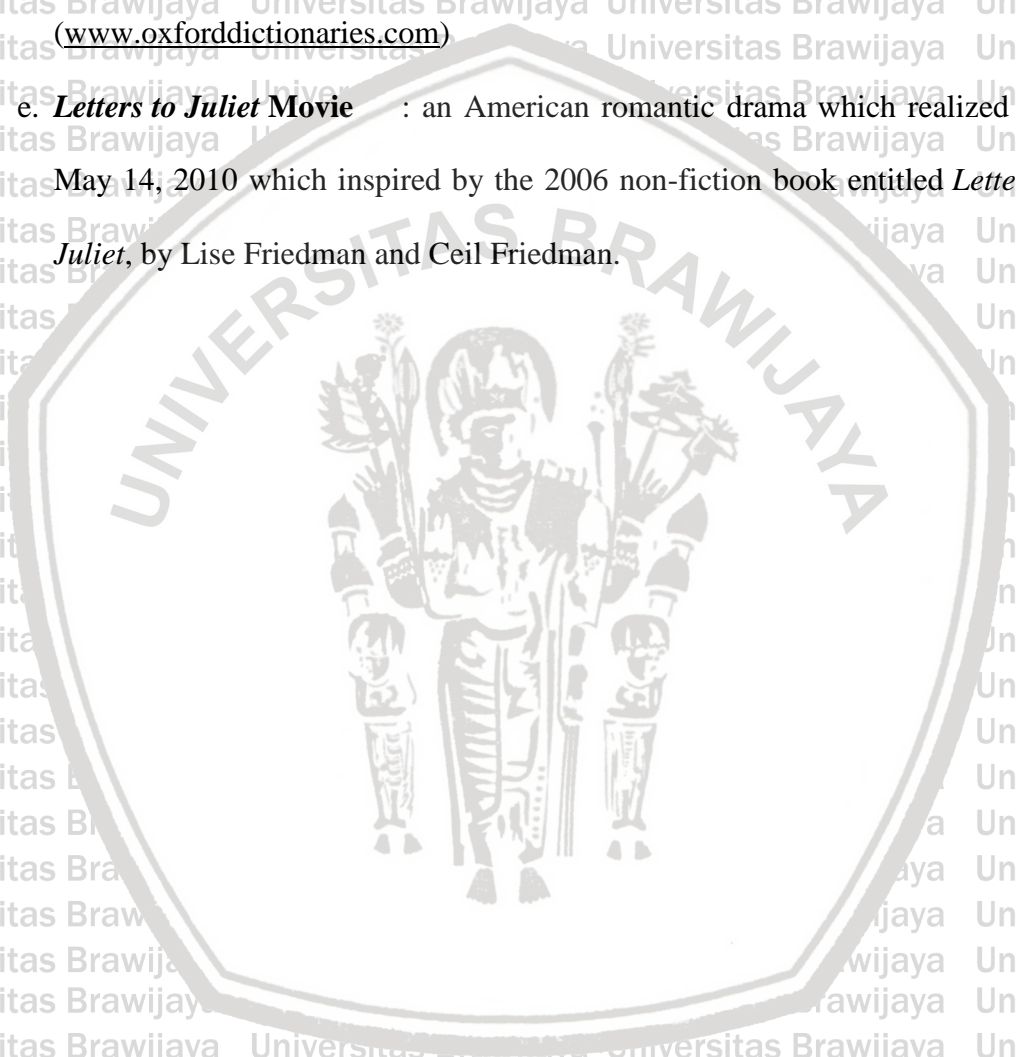
that tells a story, shown at the cinema or movie theater

([www.oxforddictionaries.com](http://www.oxforddictionaries.com))

e. **Letters to Juliet Movie** : an American romantic drama which realized on

May 14, 2010 which inspired by the 2006 non-fiction book entitled *Letters to*

*Juliet*, by Lise Friedman and Ceil Friedman.



## CHAPTER II

### REVIEW OF RELATED LITERATURE

In this chapter the researcher states some theories which are focused on phatic communion and other aspects which are related to it. The theories that are used by the researcher to support this analysis are including Sociolinguistics, Speech function, Phatic Communion, and the Previous Study.

#### 2.1 Sociolinguistics

Sociolinguistics is a branch of linguistics study which is related to the language and society. In this study, the relation between language and society are not explained in a simple way but rather to be more details. It is not just showing about language and society, but it is also showing some important points that influence the language in relation to society. Those are how language is used in different ways related to the context during the conversation such as social structure which affects the way people talk, the varieties and the pattern of languages that people use related to the background among the people.

Wardhaugh (2006, p.13) says that sociolinguistics will concern with investigating the relationships between language and society with the goal being a better understanding of the structure language and of how languages function in communication. According to the explanation that noticed above, it can concludes that sociolinguistics does not merely discuss about the varieties of languages in society but it is also concerned in how and why people use languages in different context during their whole social life.

## 2.2 Speech Function

In everyday, people do their communication with others. In doing some speech, they use different language in different way. The function of speech itself is not look as simply as the tool for referential (informative) function, but it is also has an affective (social) function.

According to Holmes on his book entitled An Introduction to Sociolinguistics (2012, p.275) there are a number of ways of categorizing the functions of speech as follows:

1 Expressive Utterances : This utterances, has a function to express the speakers feeling. The example of this utterance is "I'm feeling great today".

2. Directive Utterances : In this function, language is used for the purpose of causing (or preventing) overt actions. Directive function is commonly found in commands and requests. On the other words, by using language it can attempt to get someone to do something, such as "Clear the table".

3. Referential Utterances : This utterances function is to give the information. The example of this function such as "At the third stroke it will be three o'clock precisely".

4. Metalinguistic Utterances : This utterances function is for showing the comment of the languages itself, such as 'Hegemony' is not a common word, or "This is a short sentence".

5. Poetic Utterances : This utterance focuses on aesthetic function. In this function language is used to report someone's feelings, emotion, or attitude.

The example of this function such as a poem, an ear-catching motto, a rhyme, Peter Piper picked a peck of pickled peppers.

6. Phatic Utterances : The function that given by using this utterances are to express solidarity and empathy with others, such as “Hello!”, “How are you?”.

According to those function, the first three functions shows the fundamental function of language, it is because they derive from the basic components of any interaction such the speaker (expressive), the addressee (directive), and the message (referential). The phatic function however is the most important in sociolinguistic perspective since it conveys an affective or social message than the referential one (Holmes, 2012).

**2.3 Phatic Communion**

The term ‘phatic’ or ‘phatic communion’ is firstly coined by an anthropologist Bronislaw Malinowski (1923). Phatic communion itself is derived from Greek verb meaning, ‘phátos’ which is meant as spoken and ‘communion’ which is meant as the creation of ‘ties and union’. He defines phatic communion as a type of speech in which a ties or union are created by a mere exchange of words (cited in Wardhaugh 2006 p.286). According to the definition above, it means that phatic communion is one type of speech that has function in establishing solidarity among the people. The phrase ‘phatic communion’ is actually closely associated with ritualized aspects of social interaction.

The utterance such as “hi”, “how are you?” are shows the expression of phatic in communication. Thus, talking about the weather is also the best topic of phatic, especially for those who do not know well each other. It is because the

function of phatic itself is to break the silence among them. Besides, asking about weather is also one of the good example because that question is not a private question. Here, the function of phatic is not just to convey information but it rather than to fulfill the social function. In phatic communion, the actual act of uttering is more important than the content of the particular utterance. Phatic is used to create a sense of solidarity and establish contact between the speakers, rather than to convey information.

According to the explanation that noticed above, it is clear that phatic function has an important role in social perspective. Thus, phatic communion shows that the function of speech is not just as a tool for human in transferring information with others, but it is also has a function in maintaining relationship among the people.

Aitchison (1996) develops his idea about phatic communion in his book entitled "*The seeds of Speech*". In his book, he divides the types of phatic communion into four ways that are shown below:

1. Ritual words that are exchanged when people meet

Ritual words that are exchanged when people meet is one kind of Phatic Communion. It included greeting that people usually do when they meet each other. The greeting 'Hi', 'Good morning', 'How are you' are the simple example which almost happens among people. When someone asks 'How are you?', the expected answer 'Fine' or just a short distance is appropriate to answer that greeting. Actually, they no need to know whether it is true or not, because the purpose is actually just to make the situation friendly. Furthermore it can conclude

that by greeting, it could make the social relationship among the people better.

The illustration also shown in a dialogue of this movie as follows:

**Victor : “Hi. How are you?”**

**Source: *Letters to Juliet* movie, minuet: 00:42:33**

The statements that said by Victor above, is one type of phatic communion called ritual words that are exchange when people meet. The greeting that performed by Victor will be the reason of why it called phatic. Greeting is one of the common examples of phatic which people usually do when they meet each other. Here, Victor tries to greet the audience by saying hello at first. By saying “Hi” he tries to greet and attract the attention from the audience. Then, he asked about the condition by saying ‘How are you?’. His expression looks happy by smiling and keeping his eyes on the audience while speaking. It purposed to make the situation comfortable. Nevertheless, greeting is one of the ritual activity when people meet. Greeting at first and continued with asking about condition, phatic creates the good atmosphere among the speakers.

## 2. Standard topic of conversation

Standard topic of conversation is a conversation which has very standard topic to discuss. This topic usually happens in some conversation in every situations. There are some standard topics of phatic which almost happen in this life such as talking about the time or giving a comment about the weather.

Besides, talking about health or offering something is also the example of phatic in standard topic of conversation. It creates social channel which make the conversation continue to other topics. The illustration also shown in a dialogue of this movie as follows:

**Claire** : “Charlie doesn't approve, which makes this all the more fun. **We were just going for a glass of wine. Would you like to join us?**”

**Source: *Letters to Juliet* movie, minuet: 00:30:07**

In the example above, Claire used one type of phatic named standard topic of conversation. It is because the topic of phatic that stated by Claire is too standard. In this case, Claire said that she wanted to buy a glass of wine by saying “**We were just going for a glass of wine**”. Then, before she leaved she asked the audience by saying “**Would you like to join us?**”. Here, phatic is used by Claire in offering a glass of wine. It aimed to build a good atmosphere among them, rather than just leaved and did not say anything. It is also supported by her smile expression while offering the audience. Furthermore, this type of phatic is used by discussing a standard topic in order to maintain a good relationship with others.

### 3. Supportive Chat

In this type of phatic, there is no new information that are exchanged among the speakers. It is because the purpose of using phatic communion itself is to express their feelings in empathy and solidarity. Conversational interaction between friends often supplies a minimum of information, but a maximum of supportive chat. This often takes the form of complement, repetition, both self-repetition and other-repetition. The illustration also shown in a dialogue of this movie as follows:

**Charlie**: “**Can't believe you're here. You look beautiful.** When did you get in? Where are you staying?”

**Source: *Letters to Juliet* movie, minuet: 01:28:39**

In the example above, it shows one example of phatic communion named supportive chat. It is because the utterances that stated by Charlie is minimum of information and maximum of supportive chat. The utterance “**Can't believe you're here,**



**you look beautiful**” is stated by Charlie to express his feelings. His expression looks surprised by rising his eyebrows, smiling while speaking. He also looks happy when he met the audience. Nevertheless, this kind of phatic is used in order to express his feelings in order to create a good atmosphere with others.

#### 4. Meaningless words or misunderstood words

Meaningless words or even misunderstood words can keep conversation going. Here, phatic is used in such communication to keep the conversation going though there is misunderstood happens in communication. The illustration also shown in a dialogue of this movie as follows:

**Victor** : “Okay. Just say no, just say no, and I won’t really do it, really. I mean, I’m dying to do it, but I won’t.”

**Source:** *Letters to Juliet* movie, minuet: 00:18:33

Victor does phatic communion namely meaningless or misunderstood words. He said those utterances which are meaningless or misunderstood that makes the addressee confused with what he said. His expression looks confused, and nervous while speaking almost the same words which have no specific meanings. In this case, he tried to say that he wanted to do something but he did not say it directly about what he wanted to do. Thus, to make the situation better he used phatic namely meaningless or misunderstood words.

Furthermore, language has more than one function like what Holmes told above. According to those function, the last function is actually important in sociolinguistic perspective. It is because phatic in communication concerned to the social function rather than the real information. It means that language is not only used to convey only the referential information, but it is also used to express information about social relationships.

In this study, phatic communion theory by Aitchison (1996) will be used as the main theory to do the analysis. It is because this theory is appropriate to analyze the data in order to answer the problems of the study.

#### 2.4 Previous Studies

There were two previous studies that the writer used to support this current study which also concerned on phatic communion. The first previous study was from Prastika (2011) entitled “An Analysis of Phatic Communion Employed by the Characters in the Movie Entitled *Juno*”. She analyzed the data based on phatic communion types in movie by using theory from Aitchison (1996). The most frequent in her study were supportive chat, ritual words that are exchanged when people meet, standard topic of conversation, and meaningless or misunderstood words.

There were similarities between this previous study with the present study. The similarity was both of the writers used the same theory from Aitchison (1996). The object of the study was also the same since both of the writer used movie. Nevertheless, there was also the difference between the previous study and present study which was the movie. The first previous study used movie entitled *Juno* as the object but the present study used *Letters to Juliet* movie as the object.

The second previous study was from Ariani (2009) entitled “An Analysis of Phatic Communion in *Nanny 911* Reality Show”. She analyzed the types of phatic communion in a reality show. She used theory from Leech and Bonvilain.

The most frequent in her study were greetings, farewell, and routine polite

question and routine behavior (including apologize, gratitude, complement, and small talk).

There were similarities and differences from the second previous study with the present study. The similarity was both of the studies used phatic communion as the subject. Meanwhile, there was also the difference between the second previous study with this study. The second previous study used reality show as the object, while the present study used movie as the object. Moreover, the difference also came from the object that was used. The second previous study used the theory from Leech and Bonvilain, while the present study used the theory from Aitchison (1996).



## CHAPTER III

### RESEARCH METHODS

In this chapter consist of research method that the researcher used in order to arrange this research, there are research design, data and data source, data collection, and data analysis.

#### 3.1 Research Design

In this study, entitled “Phatic communion Used by the Main Characters in *Letters to Juliet* Movie” the writer used qualitative approach as the design of the research. It was because the writer wants to analyze the utterances that spoken by the main characters in this movie based on Aitchison’s theory. According to Ary et al (2010, p.424), he says that “qualitative research deals with data that are in the form of words or pictures rather than numbers and statistics”. Furthermore, qualitative approach would be appropriate to use in this study.

This study used a document analysis since the data that would be analyzed in this study was in the form of movies script. According to Ary et al (2010, p.442) “Document analysis can be written or text-based artifacts (textbooks, novels, journals, meeting minutes, logs, announcements, policy statements, newspapers, transcripts, birth certificates, marriage records, budgets, letters, e-mail messages, etc.)”.

According to the explanation on the previous paragraph, qualitative approach in document analysis was suitable as the research design in this study. It was because in this study the researcher tried to find the types and the possible

reason of phatic communion which performed by the main characters in *Letters to Juliet* movie by analyzing their utterances. Therefore, the data that is used in this study were kind of movie transcript entitled *Letters to Juliet*.

### 3.2 Data and Data Source

Data source in this study was *Letters to Juliet* movie. Meanwhile, the data in this study were the utterances which contained phatic communion performed by the main characters in the movie. Moreover, those utterances of phatic communion grouped based on the classification by Aitchison (1996). In this study, the researcher chose four characters they were Sophie (Act by Amanda Seyfried), Victor (Gael Gracia Bernal), Charlie (Chris Egan), Claire (Vanessa Redgrave). Those characters were picked by the researcher since they have important role in this movie. Moreover, Victor and Sophie was a young couple who did a trip to Verona Italia, to celebrate their pre-marriage. Victor was a chef who and very addicted with some kinds of food, while Sophie was a good researcher and worked in a magazine. When they were in Verona, they decided to take their own ways. Victor met some new people who gave him new information about foods and cooks, while Sophie met Juliet's secretaries, Charlie and Claire. The problem starts when an old letter answered by Sophie. That answered letter gave the spirit to the owner of the letter itself Claire, to find her first love. She and her grandson Charlie came to Verona to meet Sophie, in order to find her first love.

In this study, the researcher was the main instrument in collecting the data.

It was because the researcher did the research by herself. According to Lincoln

and Guba on 1985 (cited in Ary et.al, 2010, p.24), they introduce a concept of “human as instrument” to emphasize the unique role that qualitative researchers play in their inquiry. Moreover, in this study the researcher as the main instrument in collecting and analyzing the data which was the form of document (script of the movie).

This movie has so many utterances which are contained phatic communion that performed by the main characters. Therefore, the researcher limited her analysis into some utterances by sampling. As Arikunto (2008, p.116) says if the data less than one hundred, it is better to use all of the data until the research is population research. Meanwhile, if the data account is too much so it is better to take the data for about 10-15% or 20-55% depends on:

1. The capability of the researcher based on time, energy, and cost.
2. The size of the region which is used for doing research, because it is related to the cost.
3. The risk that is faced by the researcher. For those who get the big risk, of course the result would be better.

In conclusion, based on the theory above, the researcher decided to analyze 10% of the data since the number of the data that found in this study was more than a hundred.

### 3.3 Data Collection

During the process of data collection the researcher took some steps as follows:

1. Watching the movie entitled *Letters to Juliet* several times.

2. Downloading the script at <http://www.subscene.com/>.
3. Identifying all of the phatic communion phenomena while watching the movie.
4. Signing (Bold) the utterances which are included into phatic communion.

### 3.4 Data Analysis

After collecting the data the researcher followed these steps to analyze the data as follows:

1. Classifying the utterances performed by the main characters which are included the types of phatic communion based on Aitchison's (1996) theory.
2. Putting the data into a table and giving a check mark based on the types of phatic communion. The table shown as follows :

**Table 4.1 Phatic Communion (Aitchison, 1996, p.21-22)**

No.	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW

Note:

- RW : Ritual Words that are exchanged when people meet  
 ST : Standard Topic of Conversation  
 SC : Supportive Chat  
 MW : Meaningless or Misunderstood Word

3. Analyzing the utterance which are included phatic communion that performed by the main characters in *Letters to Juliet* movie.
4. Identifying the possible reason phatic communion used by the main characters.
5. Drawing a conclusion based on the analysis of phatic communion types and the possible reason certain types of phatic communion used by the main characters.

## CHAPTER IV

### FINDINGS AND DISCUSSION

In this chapter, the writer presents about research finding and discussion.

The findings are included data description and result analysis based on Aitchison's (1996) theory. It focuses on the type of phatic and the possible reason certain types of phatic used by the main characters in *Letters to Juliet* movie of the phatic which is used. Moreover, this chapter also presents the discussion based on the findings.

#### 4.1 Findings

In the findings of the data, the writer categorized the entire main characters dialogues in *Letters to Juliet* movie. After analyzing the data, the writer found 194 utterances, which can be classified into four types, there were 46 utterances of ritual words that are exchange when people meet, 70 utterances of standard topic of conversation, 53 utterances of supportive chat and the last 25 utterances of meaningless or misunderstood words.

The writer used the utterances from the main characters in *Letters to Juliet* movie on each scene. To analyze the phatic communion, the writer used Aitchison's (1996) theory which classifies phatic communion into four types they are ritual words that are exchanged when people meet, standard topic of conversation, supportive chat, and meaningless or misunderstood words. In this study, the writer found all types of phatic communion that was mentioned before.



This table represents only for the finding which would be analyzed in this chapter for the analysis and discussion of the phatic communion which found in *Letters to Juliet* movie.

**Table 4.1 Phatic Communion in *Letters to Juliet* Movie**

No.	Datum	Utterances	Types of Phatic Communion			
			RW	ST	SC	MW
1.	8.	<b>Sophie:</b> “ <b>Victor, Victor, can I just say something?</b> We’re living in 1-2 hours and you haven’t packed for Verona.”		√		
2.	9.	<b>Victor:</b> “At all. Yeah, that’s right, that’s right. Yeah, I get to carried away. <b>Do we clean this up?</b> ”		√		
3.	13.	<b>Victor:</b> “ <b>Sophia! Sophia!</b> wherefore art thou, <b>my sweet Sophia?</b> I love this place. I love. Right?I have to show you the most beautiful..”	√			
4.	26.	<b>Victor:</b> “ <b>Really?</b> ”				√
5.	43.	<b>Victor:</b> “ <b>Hey, hey, hey, hey, hey.</b> You know 120 kilometers each away and I’m still beating you?”	√			
6.	45.	<b>Victor:</b> “ <b>What yeah what? I mean how was Verona? How was it without me? empty? half-empty? completely empty?</b> ”		√		
7.	60.	<b>Victor :</b> “ <b>Okay. Just say no, just say no, and I won’t really do it, really. I mean, I’m dying to do it, but I won’t.</b> ”				√
8.	76.	<b>Victor:</b> “ <b>Good. I’m glad.</b> ”			√	
9.	77.	<b>Sophie:</b> “ <b>How was Angelina?</b> ”		√		
10.	80.	<b>Victor:</b> “ <b>Yeah. Yeah, I think I can learn a lot from her. But, no, no, no, you first, sorry. no, just real quick. I just... Mmm-mmm?</b> ”			√	
11.	91.	<b>Charlie:</b> “ <b>Excuse me. I’m sorry to interrupt,</b> but are you the Secretaries of Juliet?”	√			
12.	117.	<b>Claire:</b> “ <b>Letter? From Juliet? Goodness! Thank you. Thank you. Thank you. But however did you find us?</b> ”		√		
13.	128.	<b>Claire:</b> “ <b>Okay, darling. Have a good sleep.</b> ”	√			

Table Continued...

14.	139.	<b>Claire:</b> "Well, he thinks it's a big mistake. <b>Sophie, my dear. Good night. Thank you so much.</b> "	✓		
15.	146	<b>Charlie:</b> "Come with us? What about this fiancé of yours? You're in the city of love and you want to come with us?"		✓	
16.	157.	<b>Claire:</b> "I'd love to have you with us."		✓	
17.	176.	<b>Claire:</b> "Wow."			✓
18.	178.	<b>Claire:</b> "That sounds fun."		✓	
19.	209.	<b>Charlie:</b> "You're very welcome. Right. Well. Should we hit the sack? Sorry. I guess I... Well, as much as I'd love to sit here and drink the whole bottle of Caparzo."			✓
20.	215.	<b>Charlie:</b> "Yes, well, I don't know what it is, but you seem to bring out the very worst in me. Somehow it's my fault. All of this is your fault. You wrote that blasted letter. Nonetheless, may I walk you to your room?"		✓	
21.	225.	<b>Charlie:</b> "Good morning"	✓		
22.	258.	<b>Sophie:</b> "Is she okay? I mean, does she need anything?"		✓	
23.	267.	<b>Sophie:</b> "I'm sorry. God, I'm sorry."			✓
24.	313.	<b>Sophie:</b> "Mmm."			✓
25.	315.	<b>Sophie:</b> "It's time to go. Goodbye, Charlie. I'll miss you."	✓		
26.	317.	<b>Claire:</b> "Yes. Of course. So, where's Charlie? We'll give you a drive there straight away."		✓	
27.	321.	<b>Claire:</b> "And you're leaving? An angel brought you to me. Thank you. Thank you. I'll be eternally grateful. Thank you."		✓	
28.	323.	<b>Claire:</b> "Thank you so much. You're always welcome here. Thank you."		✓	
29.	325.	<b>Claire:</b> "Speak soon. Bye."	✓		
30.	331.	<b>Victor:</b> "Hey, how's your day been?"	✓		
31.	337.	<b>Victor:</b> "Wow! Wow. That's pretty great, huh?"		✓	
32.	343.	<b>Victor:</b> "Hey, Sophie. How're you doing? Everything all right?"	✓		
33.	347.	<b>Victor:</b> "Saturday? This Saturday? Yeah?"		✓	

34.	368.	<b>Charlie:</b> "Sophie? Hi."	√		
35.	373.	<b>Sophie:</b> "I hope so. <b>How is... How's our great Lorenzo? Is he as amazing as ever?"</b> "		√	
36.	375.	<b>Victor:</b> "Yeah?"			√
37.	378.	<b>Charlie:</b> "It's great to see you."			√

- Note :
- RW : Ritual Words that are exchanged when people meet
  - ST : Standard Topic of Conversation
  - SC : Supportive Chat
  - MW : Meaningless or Misunderstood Word

#### 4.1.1 Types of Phatic Communion Used by the Main Characters in *Letters to Juliet* Movie

##### *Juliet* Movie

According to Aitchison's theory, there are some utterances which are included the types of phatic communion used by the main characters in *Letters to Juliet* movie. It is divided into four types as follows:

##### 4.1.1.1 Ritual Words that are Exchange when People Meet

Ritual words that are exchanged when people meet is one type of phatic communion based on Aitchison (1996) theory. Phatic that is concluded to this type is kind of greeting. It can create the situation among the people better. It is because greeting not just said to break the silence, but it is also used as the opening or ending in such communication. In *Letters to Juliet* movie, the writer found some examples of this type, such as:

##### Datum 13

**Victor:** "Sophia! Sophia! wherefore art thou, my sweet Sophia? I love this place. I love. Right? I have to show you the most beautiful."

In the utterance above showed that Victor called Sophie. This utterance was one type of phatic communion in Ritual words that are

exchanged when people meet since it included greeting. The greeting in this utterance showed when Victor called Sophia's name. He tried to attract her attention by calling the name at first, before he opened the conversation.

Moreover, he continued his conversation by saying "**wherefore art thou, my sweet Sophia?**". He said it with smile, and looks happy with hugged Sophie to make the situation comfort. Here, that question was not the real question that was needed the real answer since it just said as greeting (phatic). Here, phatic is used by Victor to build the good atmosphere among the audience as the opening to begin a conversation.

#### **Datum43**

**Victor: "Hey, hey, hey, hey, hey. You know 120 kilometers each away and I'm still beating you?"**

The utterance that uttered by Victor above belongs to one types of phatic communion called ritual words that are exchanged when people meet.

It was because Victor's utterances concluded the ritual words that people usually do when they meet each other and it mostly kind of greeting. In this case, Victor tried to greet by saying Hello. By saying "**Hey, hey, hey, hey, hey**" repeatedly at first, he tried to break the silence and to get the audience attention. He said it with smile, and act like he is interested to ask the audience in order to create the good atmosphere among the speakers. It continued with saying "**You know 120 kilometers each away and I'm still beating you?**". That question was not really to ask, because here Victor just

tried to greet the audience by showing his cares. Here phatic is used to build the good atmosphere among the speakers.

#### **Datum 91**

**Charlie:** “Excuse me. I’m sorry to interrupt, but are you the Secretaries of Juliet?”

Here, Charlie wanted to get the attention from the audience by using phatic at first. Phatic that is used by Charlie included one type of phatic named ritual words that are exchanged when people meet. He tried to greet and get attention from the audience by first saying “Excuse me”. His face looks smile. He was also nodding his head in order to appreciate the audience since they have not met each other before. Here, phatic is used to make the situation among the speakers better by greeting at first. He continued his speech by saying “I’m sorry for interrupt,” to make the situation comfort, because he did not know the audience before. In this case, phatic is used for greeting as the opening before he opened the conversation.

#### **Datum 116**

**Sophie :** “Excuse me. Claire? Hi. Hi. My name is Sophie, and I wrote you the letter.”

The utterances that given by Sophie above, belongs to one type of phatic communion named Ritual words that are exchanged when people meet. It included greeting that spoken by Sophie. In this case, it showed that Sophie tried to open the conversation by first attract Claire attention by saying “Excuse me”. It proposed to appreciate Claire by excuse at first.

It continued by calling a name “**Claire?**” to attract and get her attention.

Moreover, it continued by saying Hello to greet Claire. Her expression looks smile by nodding her head with her hand on Claire’s shoulder to make the situation friendly. According to the utterance above, it seemed that they had not met each other before, so she tried to introduce her identity to make the situation friendly before she went to the next topic.

#### **Datum 139**

**Claire** : “Well, he thinks it's a big mistake. **Sophie my dear. Good night.** Thank you so much.”

In this utterance, Claire wanted to go to bedroom to take a rest. She said “**Sophie my dear**” to make the situations friendly. Then she said “**Good night**” as the greeting and the closing of the conversation before she went to bed. Her expression shows that she wanted to end the conversation, by smiling and giving a hug to Sophie. This greeting would make the situation friendly and the relationship among them closer. The utterance that is given by Claire above was one type of phatic communion called ritual words that are exchanged when people meet.

#### **Datum 255**

**Charlie** : “**Good morning**”

The utterance that is given by Charlie above belongs to one type of phatic communion called ritual words that are exchanged when people meet. It included greeting which were the ritual habits when people meet others. In this case, he said “**good morning**” with smile expression.

Furthermore, greeting can create a good atmosphere among the speakers.

Moreover, it also used as the opening before he moved to the other topics.

#### **Datum 315**

**Sophie:** "It's time to go. **Goodbye, Charlie.** I'll miss you."

Ritual words that are exchanged when people meet is one type of phatic communion which included in the utterances above. It included greeting that is spoken by Sophie. In this case she wanted to go somewhere and before she leaved, she greet the audience by saying "goodbye" as an enclosed and "I'll miss you." as an additional. Besides, her expression also supported this greeting with expressed sad while waving her hand.

#### **Datum 325**

**Claire :** "Speak soon. **Bye.**"

The utterance above belongs to one type of phatic communion called Ritual words that are exchanged when people meet. It happens since the utterance above is included greeting that uttered by Claire. In this case, it showed that Claire wanted to go somewhere. She tried to greet the audience by saying "Speak soon" as the enclosed of the conversation and continued by saying "Bye" to greet the audience before she leaved. Her expression looks not really happy since she wanted to leave the place.

Furthermore, greeting can establish a relationship among them because she tried to enclose and greet the audience before leaved rather than just going without said anything.

**Datum 331**

**Victor** : “**Hey, how's your day been?**”

The utterance above belongs to one type of phatic communion called ritual words that are exchanged when people meet. It happens since the utterance above showed the expressions of greeting. It showed from the utterance “**Hey, how's your day been?**”. It looks that he tried to greet the audience and show his cares by saying “**how's your day been?**”. It completed with his smile and his hug in order to make the situation comfortable. That greeting is used in order to make the relationship become closer.

**Datum 343**

**Victor**: “**Hey, Sophie. How're you doing? Everything all right?**”

The utterance above belongs to one type of phatic communion called ritual words that are exchanged when people meet. Those utterances became the first type of phatic since it included greeting. In this case he tried to greet Sophie by saying hello at first and giving smile at Sophie. After saying hello he called the name “**Sophie**” to get the attention from her. It continued by saying “**How're you doing? Everything all right?**” in order to show his cares to Sophie. Here, he wanted to create a good relationship with others by greeting.

**Datum 368**

**Charlie**: “**Sophie? Hi.**”



The utterances above, belongs to one types of phatic called the ritual words that are exchanged when people meet. This utterance was the simplest example of this type since it is included a simple greeting by saying hello. Before he greet the audience, he tried to call the name at first “Sophie?”. It proposed to get her attention. Then, it continued by saying “Hi” to greet the audience. His expression also completed his phatic while he spoke with the audience. He looks smile and happy in aimed to show that he accepted Sophie with pleasure. It also proposed to make the situation friendly.

#### 4.1.1.2 Standard Topic of Conversation

Standard of Conversation is one type of phatic communion. It usually happens when the speaker who wants to break the silence in some situations. The topic that discussed is very standard. Talking about time, weather or relatives health are the most common example. Besides, this type of phatic also opens social channel which makes the conversation continue to the other topics. There are some cases related to this type of phatic that was found in movie entitled *Letters to Juliet*.

#### Datum 8

**Sophie:** “Victor, Victor, can I just say something? We’re living in 1-2 hours and you haven’t packed for Verona.”

In this case, Sophie used one type of phatic communion which is standard topic of conversation. It showed when Sophie was trying to impress Victor upon their trip to Verona. Here, Sophie used phatic for

the opening before she impressed Victor. She said it with smile while keep watching to Victor.

#### Datum 9

**Victor:** “At all. Yeah, that’s right, that’s right. Yeah, I get to carried away.

#### **Do we clean this up?”**

Victor used phatic named standard topic of conversation. It happens since the topic that discussed was the standard topic. He wanted to go somewhere but before he leaved, he used phatic by saying “**Do we clean this up?”**. He completed it with giving serious expression as if he wanted to ask the audience for cleaning the place before leaved. This question is only used as phatic since that it has no needed to get the real answer.

#### Datum 45

**Victor:** “**What yeah what? I mean how was Verona? How was it without me? empty? half-empty? completely empty?”**

The utterance that given by Victor above belongs to the type of phatic called standard topic of conversation. The topic which discussed was too standard. This question just used only for phatic and no need the right answer. He said “**What yeah what? I mean how was Verona? How was it without me? empty? half-empty? completely empty?”**. In this case, he tried to make a conversation with the audience. He also wanted to break the silence. His expression looks serious as if he curious and

interested with the audience trip. Those utterances could open social channel which made the conversation continue to the other topics.

#### **Datum 77**

Sophie: **“How was Angelina?”**

Phatic that spoken by Sophie was the standard topic of conversation. Standard topic of conversation is one type of phatic which are mostly happened in such conversation. According to the explanation before, standard topic of conversation is mostly talking about health (someone condition). Here, it showed when she talked about Angelina's condition by asking **“How was Angelina?”**. The function itself was to make the situation among the speakers better by showing her cares about someone condition. Moreover, it is also completed with her expression that looks serious and curious with Angelina's condition. Furthermore, asking someone's condition can bring their relationship closer.

#### **Datum 117**

Claire : **“Letter? From Juliet? Goodness! Thank you. Thank you. But however did you find us?”**

In this case, Claire did one types of phatic called standard topic of conversation. At first, she tried to ask about the letter from Juliet and continued by saying thanks. She said **“Letter? From Juliet? Goodness! Thank you”** in order to open the conversation by remembering the letter.

After asking about the letter and saying thanks to the audience, she did the standard topic of conversation by being curious how the speaker found her

by saying “**But however did you find us?**”. Her expression looks happy, and curious by staring at the audience eyes. This question uttered by Claire in order to make the situation better.

**Datum 215**

**Charlie** : “Yes, well, I don't know what it is, but you seem to bring out the very worst in me. Somehow it's my fault. All of this is your fault. You wrote that blasted letter. **Nonetheless, may I walk you to your room?**”

The utterance above belongs to one type of phatic communion called standard topic of conversation. It happens since the utterance showed phatic which discussed the standard topic in conversation by offering something. Here, phatic shows from the last utterance. After discussed something, Charlie tried to offer the audience to deliver to the room. His expression showed that he keep an eyes with the audience completed with his smile and moved his hand to please the audience. Furthermore, offering something is one of the standard topics to discuss. Doing this phatic and completed with his expressions, here phatic is used in aimed to build a good atmosphere among them better.

**Datum 258**

**Sophie** : “**Is she okay? I mean, does she need anything?**”

The utterance that given by Sophie above is one type of phatic called standard topic of conversation. The topic that uttered by Sophie above is discussed about someone's condition. It can be seen from the

utterance **“Is she okay?”**. It showed that she asked about someone condition. It continued by saying **“I mean, does she need anything?”** to complete her conversation. She was staring at the audience as if she curious with the condition while spoke. Thus, it showed that phatic would make the relationship among the speakers better.

#### Datum 317

**Claire** : “Yes. Of course. **So, where's Charlie? We'll give you a drive there straight away.”**

The utterance that given by Victor above belongs to the type of phatic called standard topic of conversation. Here, the topic which discussed by Claire was too standard that was offering something. In this case, it showed that she tried to offer the audience by saying **“So, where's Charlie? We'll give you a drive there straight away.”**. Her expression looks confused, because there was no Charlie at that time. By offering something, it creates a good atmosphere among the speakers.

#### Datum 373

**Sophie**: “I hope so. **How is... How's our great Lorenzo? Is he as amazing as ever?”**

Talking about someone's health or condition would be one type of phatic communion called standard topic of conversation. It would be the standard topic of conversation since it usually discusses by people to break the silence in such conversation. The utterance above was the example of this type. Here, Sophie tried to use phatic by asking Lorenzo's condition.

Moreover, he also said “**Is he as amazing as ever?**” as an additions to make the situation friendly. Her expression looks that she excited to ask Lorenzo’s condition in order to support her phatic into the audience.

#### 4.1.1.3 Supportive Chat

In this type of phatic, supportive chat carries not much information.

It is disposed to the supportive chat. It commonly occurs in the form of complement, empathy or solidarity, and repetition. In this movie, it happens in some of the data as follows:

**Datum 76**

**Victor:** “**Good. I’m glad.**”

According to what have said by Victor, phatic that was used belongs to one type of phatic communion called supportive chat. In this case, victor tried to show his feelings to the audience by saying “**Good.**

**I’m glad**”. According to this statement there is no new information since the purpose is to show his feelings in order to strike up the solidarity.

Moreover, it is also completed with his face expression which looks smile and serious as if he is truly glad at the audience. Furthermore, it can bring their relationship better.

**Datum 80**

**Victor:** “**Yeah. Yeah, I think I can learn a lot from her. But, no, no, no, you first, sorry. No, just real quick. I just... Mmm-mmm?**”

The utterance that given by Victor above belongs to one types of phatic communion called supportive chat. It happens since the utterance

above showing solidarity to other. In this case, it seemed that Victor wanted to share something. He just started it, but he did not continue it. He tried to offer the audience to tell the story first. His expression looks confused which make it as if he regret with what he did. He also moved his hand to please the audience. He said **“But, no, no, no, you first, sorry.no, just real quick. I just... Mmm-mmm?”**, to show his solidarity with others. Thus, it can creates a good relationship among the speakers.

#### Datum 146

Charlie: **“Come with us? What about this fiancé of yours? You're in the city of love and you want to come with us?”**

The utterance that given by Victor above belongs to one type of phatic called supportive chat. In this case, Charlie tried to show his empathy to the audience. He said **“Come with us? What about this fiancé of yours?”** to show his empathy. He tried to care about the audience and the fiancé of the audience. It continued by saying **“You're in the city of love and you want to come with us?”** to show his cares in aimed to strike up the solidarity among them. His expression also supported his utterances of phatic. He looks serious, by staring at the audience eyes to show that he is really cares to the audience.

#### Datum 157

Claire : **“I'd love to have you with us.”**

The utterance that given by Claire above is belonging to one type of phatic called supportive chat. In this case, she tried to show her

solidarity to the audience. It showed from her utterances “**I'd love to have you with us.**”. Her expression shows that she looks happy with her smiles in order to show that she accepted the audience. It used to make the situation comfortable. Furthermore, it can strike up the solidarity with others.

#### **Datum 178**

**Claire** : “**That sounds fun.**”

The utterance above belongs to one type of phatic communion called supportive chat. In this case, there is no new information given by speaker. The purpose is just to show her comment (as a complement) to the audience, rather than silence. Moreover, her expression looks happy with her smile while she was talking. It is used as a sign that she interested with the audience said.

#### **Datum 267**

**Sophie** : “**I'm sorry. God, I'm sorry.**”

The utterance that given by Sophie above is one type of phatic called supportive chat. She said “**I'm sorry. God, I'm sorry.**” to apologize to the audience. This apologize is used in order to show her empathy to the audience. It completed with her expression that she regret with what he did. She tried to apologize by staring at the audience eyes while speaking, hold her hands in front of her chest. Furthermore, apologize is proposed to strike up the solidarity and keep the good relationship among the speakers.



**Datum 321**

**Claire :** “And you're leaving? **An angel brought you to me. Thank you. Thank you. I'll be eternally grateful. Thank you.**”

Here, Claire tried to show her solidarity by saying the utterance in above. She said “**An angel brought you to me. Thank you. Thank you.**

**I'll be eternally grateful. Thank you.**” to thank the audience for the kindness. She said it with smile (looks happy) and continued hug the audience to thank for helping her. It can build the atmosphere among the speakers better because it is very kind. Moreover, the relationships among them become closer by using this type of phatic.

**Datum 323**

**Claire :** “**Thank you so much. You're always welcome here. Thank you.**”

Phatic that included by the utterance above called as supportive chat. Those utterances were including kindness which performed by Claire. There was no new information since it included empathy and solidarity. She said “**Thank you so much. You're always welcome here.**

**Thank you.**” In this case she thanked in twice, at first and at last. She also said “**You're always welcome here.**” to make the situation friendly. She looks happy with her smile. She also staring and hug the audience while speaking. Here, she tried to show her empathy and solidarity to the audience.

**Datum 337****Victor : “Wow! Wow. That's pretty great, huh?”**

The utterances above, was belonging to phatic communion in supportive chats labels. There is no new information from the utterances said by Victor. He said “Wow! Wow. That's pretty great, huh?”, to show phatic in order to strike up the solidarity. His expression looks excited and said it with high volume in order to make it as if he interested with the audience said. Actually, it purposed just to give a comment (as a complement) of the audience rather than just silence. Furthermore, the good relationship would create among the people by using phatic.

**Datum 347****Victor : “Saturday? This Saturday? Yeah?”**

The utterance which delivered by Victor above belongs to one example of phatic communion called supportive chat. There is no new information carried by the utterances. The utterances that is given by Victor above, is one kind of supportive chat since there were minimum of information and kind of repetition. By saying “Saturday? This Saturday? Yeah?” there is no new information carried cause here phatic used as a supportive chat. His expression looks serious as if he concerned with the audience said. In this case, Victor tried to appreciate of what the audience said rather than just silence.

**Datum 378****Charlie:** “It's great to see you.”

The utterance above belongs to one type of phatic communion called supportive chat. There is not much information carried by the utterances. Charlie just wanted to show her solidarity to the audience by saying “It's great to see you.”. His expression looks smile and happy to show that he was happy to meet the audience in order to make the situation friendly. This type of phatic is included by minimum of information but maximum of supportive chat since the purpose was to make the situation among the speakers better.

**4.1.1.4 Meaningless words or Misunderstood Words**

Meaningless words or Misunderstood Words is one type of phatic communion. The function of this type of phatic is not just to break the silence that happens in such conversation, but also keep the conversation going. In this movie, it happens in some of the data as follows:

**Datum 26****Victor:** “Really?”

The utterance that is given by Victor above belongs to one type of phatic called meaningless word. The question that is given by Victor above was just for giving a comment rather than silence. The true purpose was not really to make sure the audience by giving question “Really?” but it rather than just phatic. Moreover, his expression also looks excited as if he curious with the audience stated. This utterance was meaningless

because there was no definitely meaning from the utterance. The purpose is just to make the conversation keep going (complete the conversation) rather just silence.

**Datum 176**

**Claire** : “Wow.”

The utterance that is given by Claire above belongs to one type of phatic called meaningless words. In this case, Claire tried to give her expression about what the audience said. By saying “Wow.” she tried to use phatic in conversation rather than just silent. Her expression shows that she was curious with the audience said by rising her eyebrow and gawk to the audience. In this case, there was no definite or important meaning of her response, because it proposed to give a response as a sign that she listened what the audience said. On the other words this utterance stated by Claire in order to complete the conversation rather than silent.

**Datum 209**

**Charlie** : “You're very welcome. Right. Well. **Should we hit the sack?**

**Sorry. I guess I... Well, as much as I'd love to sit here and drink the whole bottle of Caparzo.”**

The utterance above belongs to one type of phatic communion called meaningless or misunderstood words. In saying this utterances his expression is relaxed, and he looks that he did not understand about what he said. There was no definite meaning that borrowed from the utterance above. The function was just to make the conversation keep going.

**Datum 313****Sophie:** “Mmm..”

The example above belongs to one type of phatic named meaningless or misunderstood words. By saying “Mmm..” there was no definitely meaning that given by Sophie’s utterance. Her expression looks that she is understood with the audience said by nodding her head while speaking. Here, she tried to give a comment of the speaker rather than just silence. By giving that comment, she tried to give a sign that she listened what the audience said. This utterance looked simple, but it made the conversation keep going.

**Datum 375****Victor:** “Yeah?”

Phatic that used by Victor above belongs to one type of phatic called meaningless word. There was no definitely meaning of his response rather than just phatic. By saying “Yeah?”, he did not really want to ask question, but it rather than phatic which no needed the true answer. His expression shows that he concerned with the audience said as if he interested with the audience said. Those utterances are given by Victor in order to give a comment to the audience. It proposed to complete the conversation rather than just silence. Furthermore, phatic that is used by Victor had a function to keep the conversation going.

#### 4.1.2 The Possible Reason Certain Types of Phatic Communion Used by the Main Characters in *Letters to Juliet* Movie

Employing certain types of phatic communion, the characters may have certain reasons. In the first type of phatic which is known as the ritual words that are exchanged when people meet, there were some possible reasons that made the characters used phatic in such conversations. The first, it is because by using this type of phatic it could break the silence that happens in such conversation. The second, this types of phatic is used because it could be the opening or ending in such conversation. The last reason, this phatic is used because it could build the good atmosphere among the speakers better. It was showed on datum 13 when **Victor said “Sophia! Sophia! wherefore art thou, my sweet Sophia? I love this place. I love. Right? I have to show you the most beautiful..”**. It proposed to greet Sophie by calling her name first, and continue by saying **“wherefore art thou, my sweet Sophia?”** to make the situation friendly.

Moreover, there were some reasons the main characters used the second types of phatic called standard topic of conversation. This type is used by the main characters to make the conversation go through to the other topics so silence can be avoided. Besides, it is used because it could strike up their relationship with others. It showed on datum 43 **“Victor: “What yeah what? I mean how was Verona? How was it without me? empty? half-empty? completely empty?”**.

Here, phatic that uttered by Victor is included standard topic in conversation. In this case, he tried to make the conversation keep going and continued to the other topics.

In the third type of phatic which is called as supportive chat, there were also some reasons that influence the characters to use it. The first reason, it used as a tool for showing empathy or solidarity through others. By showing empathy or solidarity it means that they look cares with others. The second reason why this type is used by the main characters is because it could build the relationship among them better. It showed on the data 157 and 267. On the data 157, **Claire** said “**I'd love to have you with us.**”. Here phatic is used to show her feelings, and strike up the solidarity to the audience. On data 267, **Sophie** said “**I'm sorry, God, I'm sorry.**” for showing her empathy to the audience by giving apologize. Furthermore, phatic is used to build a good atmosphere by strike up the solidarity with others.

In the fourth type of phatic which is known as meaningless or misunderstood words there are some reasons why the characters used it in such conversation. In example from datum 313, Sophie said “**Mmm..**”. The first reason is that she wanted to maintain and keep the conversation going. By using this type of phatic, she wanted to make the conversation runs well rather than just silence. She said “**Mmm..**” to give a sign that she learned what the audience said. Furthermore, the reason of using this phatic in conversation was to maintain and keep the conversation going.

## 4.2 Discussion

After analyzing the data based on the objectives of the study, here the writer would like to discuss about the general point of the findings. There were the two problems of the study. This study investigated certain types of phatic communion based on Aitchison's theory and the factor that influenced the main characters in *Letters to Juliet* movie used certain types of phatic in such conversation.

The writer analyzed certain types of phatic communion in *Letters to Juliet* movie. *Letters to Juliet* movie is an American romantic drama that released on May 2010. This movie was the final project from Gary Winick that was inspired by a non-fiction book entitled *Letters to Juliet*' (2006), by Lise Friedman and Ceil Friedman, which was adopted from the phenomenon of letter writing Shakespeare. It has for main characters they were Sophie, Victor, Charlie, and Claire. Moreover, there are certain types of phatic communion found in the utterances delivered by those four main characters. The first is standard topic of conversation, the second is supportive chat, the third is ritual words that are exchanged when people meet, and the last is meaningless or misunderstood words.

The first type of phatic communion is standard topic of conversation because it would be the most dominant types in this study. On this type, It included the type of phatic which was people commonly discussed such as talked about health or condition, time, or offered something and etc. In this movie, the data number 317 Claire used phatic on this type by offering something by saying



“So. Where’s Charlie? We’ll give you a drive there straight away.” It completed with her expression that looks confused because Charlie was not there while she wanted Charlie to give a drive for the audience. In this case, Claire tried to do phatic by offering drive to Sophie. It aimed to show phatic before Sophie leaved the place.

The second type of phatic communion which was dominant in this study was supportive chat. Supportive chat can be in the form of compliments, empathy and solidarity, and repetition. In this movie, the data number 157, Claire wants to show her solidarity by saying “**I’d love to have you with us**” in order to make the situation comfortable. Moreover, on the data number 267 Sophie did this type of phatic by apologized to the audience in aimed to make the relationship better. She said “**I’m sorry. God. I’m sorry.**” when she knew that her new friend’s father passed away. She said sorry at twice, because it would be the sensitive things and because she has not met the audience before. So, she decided to apologize to her friend. Moreover, her expression also support her phatic. She looks regret by staring at the audience eyes while speaking, hold her hands in front of her chest.

According to this type of phatic, showing empathy can build the good relationship among them though they have not known before.

The third type of phatic communion that was dominant in this study was the ritual words that are exchange when people meet. This phatic included greeting which were the one of ritual things or the things that almost happened when people met each other. In this movie, on the data number 13 Victor used ritual words that are exchange when people meet because he wanted to greet

others in aimed to break the silence and showing friendly. He said **“Hey, hey, hey, hey, hey, hey. You know 120 kilometers each away and I’m still beating you?”**. He looks friendly by giving a smile and flinging out his hand to make the situation friendly. He tried to get his fiancé attention by said greeting repeatedly.

Their relationship were closed each other, so Victor wants to make the situation comfortable in order to strike up their relationship.

The last type of phatic communion was meaningless or misunderstood words. This type of phatic used by people to keep the conversation going even though the topic that discussed are have not meaning or not understanding. The main purpose was to maintaining the conversation runs well. In this movie, the data number 176, phatic communion that uttered by Claire was included by this type. His utterance **“wow!”** was meaningless or had not specific meaning. This expression given by him in order to appreciate his fiancée speech or to give a sign that he was excited or interested with what she said.

Moreover, the characters used some types of phatic because of some reasons. They used the first type of phatic called standard topic of conversation. In datum 317 Claire tried to offer Sophie a drive before Sophie leaved. She did it because she wanted to strike up their relationship among them better. The second type was supportive chat. In datum 267 Claire showed her empathy by apologized to Sophie after she knew that Sophie’s father passed away. She did it to build the good atmosphere among them. The third type of phatic is called as ritual words that are exchange when people meet. It can be seen from datum 43 when Victor tried to greet his fiancé by calling her name in order to get the attention from her.

It is used by Victor in order to create a harmony situation among them. On the other words, it proposed to build a good relationship with others. The last type of phatic was meaningless or misunderstood words. It can be seen from datum 176 when Victor saying “**wow**” to give a sign that to the audience that he learned what the audience said rather than just silent. Furthermore, it used in order to keep the conversation going.

The writer revealed that those main characters of *Letters to Juliet* movie used all the types of phatic communion. Those main characters performed certain types of phatic communion in their utterances in order to break the silence even happened in such communication. It also used by the main characters in aimed to maintain social relationship with others. Using phatic communion in communication has an important function in social life. Phatic communion itself is a simple utterance but can break the silence that happens in communication. It is not just looking from the utterance, but also from the expression or gesture that people used to complete phatic performance in communication. It can strike up the solidarity with others. It is one of sociolinguistics perspective, since it related with how the function of languages in relation to society. Nevertheless, this study showed how phatic is used in communication by using the main characters' utterances in *Letters to Juliet* movie completed with their gestures.

After examining the result, the researcher found that present study and the previous one which was conducted by Prastika (2009) “An Analysis of Phatic Communion Employed by the Characters in the Movie Entitled Juno” have similarities and differences. The first similarity is that she used Aitchison's (1996)

theory as the main theory which same as the present study. The second similarity is between the previous study and present study used movie as the object. Nevertheless, the step that she took in analyzing the data was different with the present study. The present study categorized the data into a table, while in the previous study the writer categorized her data by giving a code. Moreover, the differences were also come from the finding. On the first previous study, the writer found that the most dominant type of phatic were supportive chat, ritual words that are exchanged when people meet, standard topic of conversation, and meaningless or misunderstood words. Meanwhile, in the present study the most dominant were standard topic of conversation, supportive chat, ritual words that are exchanged when people meet, meaningless or misunderstood words. Besides, the different came from the data of the study. This previous study used all of the characters utterances which included phatic communion in her movie as the data, while in the present study the writer made it into specific which used the main characters in the movie entitled *Letters to Juliet*. It happens since those main characters had important role in this movie and had more interactions rather than the other characters.

Meanwhile, the similarities and differences also came from the second previous study from Ariani (2009) entitled "An Analysis of Phatic Communion in Nanny 911 Reality Show". The similarities of this previous study with the present study are the same topic which used phatic communion. The differences at first came from the object. She used reality show as the object, while the present study used movie as the object. The second came from the data. In the second previous

study, the writer used all of the participants' utterances as the data since her object in kind of reality show. Meanwhile, in this study the writer used the main characters' utterances as the as the data. Moreover, the differences also came from the theory that is used. She used Leech (1981) and Bonvillain (1977) theory to analyze her study which divided phatic into three ways. There were greeting, farewells, routine polite question and routine behavior (apologize, gratitude, compliment and small talk.). Meanwhile, the present study used Aitchison theory which divided phatic into four types, there were the ritual words that are exchanged when people meet, standard topic of conversation, supportive chat, and meaningless or misunderstood words.

The writer made a conclusion that there were 194 utterances which contained phatic communion used by the main characters in this movie. Those utterances classified into four ways, there were the ritual words there are exchanged when people meet, standard topic of conversation, supportive chat, and meaningless or misunderstood words. The utterance "Hey, hey" by victor as greeting, offered a drive by Claire, showing empathy by Claire when she knew about her friend's father died, and giving expressions "wow" to give a sign that Victor listened Sophie said and kept the conversation going. There were some reasons the main characters in *Letters to Juliet* movie used certain types of phatic.

It was to break the silence in such conversation, and built the good atmosphere or relationship with others. Furthermore, their expression and gestures also supported their phatic performance. Moreover, in relation to the theory of phatic communion proposed by Aitchison (1996) supported the writer to analyze the

data. There was relation between the theory and this study. There was the way people did phatic communion and the possible reason of it. All of the types of phatic communion found in *Letters to Juliet* movie and it used by the main characters in *Letters to Juliet* movie.



## CHAPTER V

### CONCLUSION AND SUGGESTION

This chapter provides the conclusion of this study and suggestion for next researchers who have the same interest in this field.

#### 5.1 Conclusion

This study is aimed to find out the type of phatic communion that used by the main characters in *Letters to Juliet* movie and the possible reason of the main characters used this type of phatic in such conversation. By using Aitchison's (1996) theory, the writer found 193 utterances included the type of phatic communion. They were divided into 46 utterances of ritual words that are exchange when people meet, 70 utterances of standard topic of conversation, 53 utterances of supportive chat, and the last 25 utterances of meaningless or misunderstood words.

Standard topic of conversation was the type of phatic communion that mostly found in this study. The topic of phatic that discussed in this type was too standard such talking about health relative, weather or time. This type was used by the main characters in order to strike up their relationship with others.

The second type of phatic which mostly found in this study was supportive chat. Supportive chat can be in the form of compliments, empathy and solidarity, and repetition. This type was used by the main characters to build a good relationship with others by showing their empathy and solidarity.

The third type of phatic which mostly found in this study was ritual words that are exchanged when people meet. This type of phatic usually happens in the form of greeting. It is because greeting is one ritual word that people usually do when they meet each other. The main characters in this movie used this type of phatic to break the silence among them. Besides it is also used for opening or ending the conversation. Furthermore, this type of phatic is used in order to maintain a good relationship with others.

The last type of phatic that mostly found in this study was meaningless or misunderstood words that are exchange when people meet. This type of phatic was used by the main characters to keep the conversation going even though the topic that discussed are have not meaning or not understanding. The main purpose was to maintaining the conversation runs well.

In conclusion, phatic is used in such conversation to break the silence by greeting or asking the standard topic in conversation. Moreover, it also used to make the conversation runs well. Phatic is also could create or strike up the good relationship among the speaker.

## 5.2 Suggestion

The writer realize that this study is far from perfect, because there are some items from the object or movie *Letters to Juliet* that are missed or not taken into account in the finding of the study. The writer expects that this study can contribute to an understanding on phatic communion is used for the different purpose in communication. The writer suggest to the next writer to do a research in the same point about phatic communion in other object such in a novel, drama



or in a social interaction in a daily life. The next researcher also may look at it by different point of view such as the phatic communion structure or phatic communion response. Moreover, it is also possible to the next researcher using other theories to analyze phatic communion itself.



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# APPENDICES



Appendix 1 : Phatic Communion Used by the Main Characters in *Letters to Juliet* Movie

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
Scene 1					
1.	<b>Victor</b> : “ <b>Hey</b> , close your eyes, close your eyes. Open your mouth. It’s good?”	√			
2.	<b>Sophie</b> : “ <b>Yeah.</b> ”				√
3.	<b>Victor</b> : “Yes? No? Yes? Yes? I have reinvented the noodle, I’m telling you. Just try this one because this one is really good. It’s the same thing but different. Fatter”	–	–	–	–
4.	<b>Sophie</b> : “ <b>Mmm..</b> ”				√
5.	<b>Victor</b> : “You know, I mean modestly speaking, I think I’m creating a masterpiece. I don’t know. I mean, there is one that just came out perfect right now, which is.. I think it’s this one. I think it’s...”	–	–	–	–
6.	<b>Sophie</b> : “Victor?”	–	–	–	–
7.	<b>Victor</b> : “try it, even though it’s dry, try it.”	–	–	–	–
8.	<b>Sophie</b> : “ <b>Victor, Victor, can I just say something?</b> We’re living in 1-2 hours and you haven’t packed for Verona.”		√		
9.	<b>Victor</b> : “At all. Yeah, that’s right, that’s right. Yeah, I get to carried away. <b>Do we clean this up?</b> ”		√		
10.	<b>Sophie</b> : “No, no.”	–	–	–	–
11.	<b>Victor</b> : “ <b>It’s gonna be incredible.</b> ”		√		
12.	<b>Sophie</b> : “ <b>I know. I’m so excited.</b> ”			√	
Scene 2					
13.	<b>Victor</b> : “ <b>Sophia! Sophia! wherefore art thou, my sweet Sophia?</b> I love this place. I love. Right? I have to show you the most beautiful.”	√			
14.	<b>Sophie</b> : “ <b>It’s amazing.</b> ”			√	
15.	<b>Victor</b> : “ <b>You know what’s even more amazing?</b> ”		√		
16.	<b>Sophie</b> : “ <b>What?</b> ”		√		
17.	<b>Victor</b> : “I just got off the phone with Sigor Morini, and he’s arrange a private tour for us with each and every one of my suppliers. We’re starting off with the oldest and most beautiful vineyard and all of Veneto.”	–	–	–	–
18.	<b>Sophie</b> : “ <b>Yeah? Victor.</b> ”				√
19.	<b>Victor</b> : “Sophie, come on. No, you’re not getting it. I mean, we’re gonna go to the oldest, the most beautiful vineyard around, this is romantic all right? We’re gonna go there, we’re gonna drink a little wine, we’re gonna get a little tipsy, and we’re gonna ...”		√		

Table Continued ...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
Scene 3					
20.	<b>Victor:</b> "I mean, how was it?"	-	√	-	-
21.	<b>Sophie:</b> "I tried to talk to Bobby again."	-	-	-	-
22.	<b>Victor:</b> "How did it go?"	-	√	-	-
23.	<b>Sophie:</b> "It didn't go, because I didn't talk to him."	-	-	-	-
24.	<b>Victor:</b> "Why?"	-	√	-	-
25.	<b>Sophie:</b> "Because I was scared."	-	-	-	-
26.	<b>Victor:</b> "Really?"	-	-	-	√
27.	<b>Sophie:</b> "It's time for me to stop checking facts and actually start writing."	-	-	-	-
28.	<b>Victor:</b> "Yeah. It's your passion. You should do that."	-	-	√	-
Scene 4					
29.	<b>Sophie:</b> "We have to get the tickets to the opera before they sell out. We need to see Castalevo."	-	-	-	-
30.	<b>Victor:</b> "yeah, yeah."	-	-	-	√
31.	<b>Sophie:</b> "We have to see Lake Garda, and Juliet's house."	-	-	-	-
32.	<b>Victor:</b> "Yeah of course. Yeah."	-	-	-	√
Scene 5					
33.	<b>Victor:</b> "Hey, you know Sigor Morini on the phone. You know he is inviting us to the incredible forest, that's just like 120 kilometers away. And they dig these exquisite truffles."	-	-	-	-
34.	<b>Sophie:</b> "Wait. 120 kilometers?"	-	√	-	-
35.	<b>Victor:</b> "Yeah. It's not like a miles, Sophie."	-	√	-	-
36.	<b>Sophie:</b> "No, I understand the difference, but I just.. I just don't understand why you wanna go 120 kilometers to see a mushroom?"	-	√	-	-
37.	<b>Victor:</b> "It's not a mushroom okay? It's a Tartufo. It's the thing that you put on top of pasta, You know?"	-	-	-	-
38.	<b>Sophie:</b> "A Tartufo?"	-	-	√	-
39.	<b>Victor:</b> "It's something else. It's... come on, you've been having a good day right?"	-	√	-	-
40.	<b>Sophie:</b> "It was fine. But now I just.. to be honest, I don't really feel like going to see a mushroom"	-	-	-	-
41.	<b>Victor:</b> "Okay, fine. I get it. I get it. It was fine. I get it. I mean just don't call it mushroom okay?"	-	-	√	-
42.	<b>Sophie:</b> "Yeah, okay."	-	-	-	√

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
68.	<b>Victor</b> : “Oh yeah, Lake Garda’s been there for like, 500.000 years, you know. And right now Angelina offered to help me. And you know , I’m here, we’re here, you know. We’re having a good time. Okay, what should I do? I mean, my hands are tied. I don’t know. Yeah, you write the letters, and I’ll cook and later we eat. Win-win.”				√
Scene 8					
69.	<b>Sophie</b> : “Hey.”	√			
70.	<b>Victor</b> : “Hey.”	√			
71.	<b>Sophie</b> : “Sorry I’m late.”			√	
72.	<b>Victor</b> : “No, it’s fine. No worries. How was your day? Good?”	√			
73.	<b>Sophie</b> : “It was. It was so good.”	–	–	–	–
74.	<b>Victor</b> : “Yeah?”				√
75.	<b>Sophie</b> : “Yeah.”	–	–	–	–
76.	<b>Victor</b> : “Good. I’m glad.”			√	
77.	<b>Sophie</b> : “How was Angelina?”		√		
78.	<b>Victor</b> : “Yeah, it was good. I mean, she is amazing, you know. That woman is incredible. She is very instinctive. You know, she cooks without recipes. I mean she is incredible. She invented me to cook again.”	–	–	–	–
79.	<b>Sophie</b> : “Really?”				√
80.	<b>Victor</b> : “Yeah. Yeah, I think I can learn a lot from her. But, no, no, no, you first, sorry. no, just real quick. I just... Mmm-mmm?”			√	
81.	<b>Sophie</b> : “I had the most amazing day. I got to answer a letter that was written 50 years ago. I know it might not go there, but it just feels so good to write.”	–	–	–	–
82.	<b>Victor</b> : “Yeah, I think you should spend more time with them.”		√		
83.	<b>Sophie</b> : “Why?”	–			–
84.	<b>Victor</b> : “Because it’s your passion right? And also because it fits perfectly. Because I just got off the phone with Sigor Morini, and he’s invited me to this amazing wine auction that’s happening in Livorno.”			√	
85.	<b>Sophie</b> : “In Livorno?”			√	
86.	<b>Victor</b> : “Yeah, yeah, yeah. It’s super exclusive. I mean, I don’t know if I can get a ticket, I mean I’ll be off, like, a day or two, or max. If you want, I’ll try to get two tickets, but I’m not sure I can get two tickets.”			√	

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
87.	<b>Sophie:</b> "Yeah. To a wine auction in Livorno?"			√	
88.	<b>Victor:</b> "Yeah, it's sounds terrible. I know. I'm sorry, I'm so feel terrible now. I feel terrible. I mean it's.. I miss you already you know. I'll be back very soon. Okay?"			√	
89.	<b>Sophie:</b> "Yeah, be careful."	√			
90.	<b>Victor:</b> "Bye. Ciao."	√			
Scene 9					
91.	<b>Charlie:</b> "Excuse me. I'm sorry to interrupt, but are you the Secretaries of Juliet?"	√			
92.	<b>Sophie :</b> "Yes, that's us."	-	-		
93.	<b>Charlie:</b> "Great. May I ask, which one of you wrote this letter to my grandmother, Claire Smith?"		√		
94.	<b>Sophie :</b> "I wrote that. And I can't believe that it found you."	-	-	-	
95.	<b>Charlie:</b> "Yes. We Brits tend to stay in our family homes."	-	-	-	
96.	<b>Sophie :</b> "Yeah. This is amazing. It's less than a week since I mailed it."			√	
97.	<b>Charlie :</b> "It was a very thoughtful letter. Now, what were you thinking?"			√	
98.	<b>Sophie:</b> "I was thinking that she deserved an answer."	-	-	-	
99.	<b>Charlie:</b> "Yeah, 50 years ago, maybe. Not now."	-	-	-	
100.	<b>Sophie:</b> "I'm sorry. I didn't know true love had an expiration date."	-	-	-	
101.	<b>Charlie:</b> "True love? Are you joking? Could you imagine what would've happened if she hadn't seen sense? Well, yeah, you wouldn't be here, and that would be an upside."	-	-	-	
102.	<b>Charlie:</b> "What are you doing here anyway? What are you some lonely American girl who has to live vicariously through others?"		√		
103.	<b>Sophie :</b> "I'm not lonely. I am engaged."				
104.	<b>Charlie:</b> "My condolences to the groom."	-	-	-	
105.	<b>Sophie :</b> "Excuse me! So that's it? You've come all the way from London to give me a lecture?"	-	-	-	
106.	<b>Charlie:</b> "No, I came because I couldn't let my grandmother come on her own."	-	-	-	
107.	<b>Sophie :</b> "Claire is here? Why?"		√		



Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
108.	<b>Charlie</b> : “I think even you might be able to work that one out. I think even you might be able to work that one out.”	–	–	–	–
109.	<b>Sophie</b> : “Oh, my God! <b>That's awesome! She's come to find her Lorenzo!</b> ”			√	
110.	<b>Charlie</b> : “Awesome? And if Lorenzo doesn't want to see her, has forgotten her, is gravely ill or dead, let's say, just for fun, then what? Thought so.”			–	–
111.	<b>Sophie</b> : “I want to meet her. I'd like to meet Claire.”	–	–	–	–
112.	<b>Charlie</b> : “ <b>And I want to play for Manchester United, but I'm shit at football.</b> ”				√
113.	<b>Sophie</b> : “You don't think that she wants to meet me?”	–	–	–	–
114.	<b>Charlie</b> : “ <b>I honestly think she has no interest meeting a woman that can manage to jam, ‘Oh, my God’ and ‘awesome’ into the same sentence.</b> ”				√
115.	<b>Charlie</b> : “Gran, they're closing up. We should go now.”	–	–	–	–
116.	<b>Sophie</b> : “Excuse me. Claire? Hi. Hi. My name is Sophie, and I wrote you the letter.”	√			
117.	<b>Claire</b> : “ <b>Letter? From Juliet? Goodness! Thank you. Thank you. But however did you find us?</b> ”		√		
118.	<b>Sophie</b> : “Well, your grandson found me, actually.”	–	–	–	–
119.	<b>Claire</b> : “You did?”	–	–	–	–
120.	<b>Charlie</b> : “Right, well, the thing is, I thought we should...”	–	–	–	–
121.	<b>Sophie</b> : “ <b>Yeah, well, he's very sweet and very charming,</b> and he thought that you might like to meet me.”			√	
122.	<b>Claire</b> : “Uncharacteristically thoughtful of you, dear.”	–	–	–	–
123.	<b>Charlie</b> : “ <b>Yes, well, under the circumstances, it seems a little churlish not to meet the woman responsible for this voyage of lunacy. Okay.</b> ”			√	
124.	<b>Claire</b> : “Charlie doesn't approve, which makes this all the more fun. <b>We were just going for a glass of wine. Would you like to join us?</b> ”		√		
125.	<b>Charlie</b> : “Absolutely not.”			–	–
126.	<b>Claire</b> : “What?”	–	–	–	–
127.	<b>Charlie</b> : “Absolutely not. <b>It's been a long day. It's too long a day.</b> ”		√		
128.	<b>Claire</b> : “Okay, darling. <b>Have a good sleep.</b> ”	√			

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
129.	<b>Charlie:</b> "But I..."	—	—	—	—
130.	<b>Claire:</b> "Do you know somewhere we could go?"	—	√	—	—
131.	<b>Sophie:</b> "I actually have the perfect place."	—	—	—	—
Scene 10					
132.	<b>Sophie:</b> "I can't believe you're really here."	—	—	√	—
133.	<b>Claire:</b> "I was taking an art course in Tuscany, staying with a family outside Siena and they had a son Lorenzo, and it was love at first sight. He had such gentle blue eyes. And he told me I was very beautiful. And he gave me this ring. We wanted to get married, but I'd got exams back in England and my parents would never have agreed, and I got scared, and I ran away. Now what I really want is to tell him that I'm so sorry I was such a coward. Of course, a card or letter is just too simple."	—	—	—	—
134.	<b>Sophie:</b> "So, you've come to find your Lorenzo?"	—	√	—	—
135.	<b>Claire:</b> "Yes, and I think I know where he is."	—	—	—	—
136.	<b>Sophie:</b> "Where?"	—	√	—	—
137.	<b>Claire:</b> "On the farm, just near Siena. Charlie's driving me down tomorrow."	—	—	—	—
138.	<b>Charlie:</b> "Only because I didn't want you to hitchhike."	—	—	—	—
139.	<b>Claire:</b> "Well, he thinks it's a big mistake. Sophie, my dear. Good night. Thank you so much."	√	—	—	—
140.	<b>Sophie:</b> "Thank you. Good night."	√	—	—	—
141.	<b>Charlie:</b> "Good night. Ciao."	√	—	—	—
142.	<b>Sophie:</b> "Good luck. Bye. Ciao.."	√	—	—	—
Scene 11					
143.	<b>Sophie:</b> "Wait! Wait!"	—	—	—	—
144.	<b>Charlie:</b> "Oh, for... Here she comes."	—	—	—	—
145.	<b>Sophie:</b> "Sorry. May I come with you to find Lorenzo?"	—	√	—	—
146.	<b>Charlie:</b> "Come with us? What about this fiancé of yours? You're in the city of love and you want to come with us?"	—	—	√	—
147.	<b>Sophie:</b> "Yes, I do. Because he's busy and I'm free. And I mean...Of course, if it's not an intrusion."	—	—	—	—
148.	<b>Claire:</b> "No, no, it's not an intrusion."	—	—	√	—
149.	<b>Sophie:</b> "I just... Listen, I do have one thing to tell you first."	—	—	—	—
150.	<b>Claire:</b> "It's not an intrusion."	—	—	√	—

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
151.	<b>Sophie:</b> "This is not entirely selfless. It started out as a simple reply to your letter, and now I think it's so amazing what you're doing, and I'd love to write about it if it's okay."	—	—	—	—
152.	<b>Charlie:</b> "A journalist. Gran, a journalist trying to pry into our private lives."	—	—	—	—
153.	<b>Claire:</b> "Charlie, come on. It's hardly state secrets, is it?"	—	—	—	—
154.	<b>Sophie :</b> "I'm not a journalist. I would like to be some day, but..."	—	—	—	—
155.	<b>Charlie :</b> "And you think Gran's story is your ticket?"	—	—	—	—
156.	<b>Sophie :</b> "I think it's a story worth telling."	—	—	—	—
157.	<b>Claire :</b> "I'd love to have you with us."	—	—	√	—
158.	<b>Sophie :</b> "Really?"	—	—	—	√
159.	<b>Claire :</b> "Yes. Of course."	—	—	—	—
160.	<b>Charlie :</b> "We would."	—	—	—	—
Scene 12					
161.	<b>Sophie :</b> "How much time did you actually spend with Lorenzo?"	—	√	—	—
162.	<b>Claire :</b> "Every second that we could. I'd go to meet him after class, to the farm where he was working, and we'd sit under the trees and we'd share some bread with tomatoes and olive oil."	—	—	—	—
163.	<b>Sophie :</b> "It's so romantic. Yeah."	—	—	√	—
164.	<b>Charlie :</b> "What's so romantic about eating in the dirt?"	—	—	—	—
165.	<b>Sophie :</b> "Really?"	—	—	—	√
166.	<b>Claire :</b> "The dirt. Well, you see, he loved the earth. He loved talking to me about the rain and the springs of fresh water, and we'd walk for miles and miles. We'd lie in the dry grass. I can still remember the smell of his sweet, hot sweat and..."	—	—	—	—
167.	<b>Charlie:</b> "Okay. Okay, Gran. We get the picture."	—	—	—	—
168.	<b>Sophie:</b> "So you must feel like you're about to find your long-lost soul mate."	—	—	—	—
169.	<b>Claire :</b> "Yes."	—	—	—	—
170.	<b>Charlie:</b> "Her soul mate was my grandfather. Let's not invalidate my entire existence."	—	—	—	—
171.	<b>Sophie:</b> "Okay, I'm sorry, I just.. That's clearly not what I meant."	—	—	—	—
172.	<b>Claire:</b> "Charlie's just like my husband. Both skeptics. My husband always insisted that love was nothing but hormones. But you see, underneath, he had such a warm, passionate heart. And Charlie's just the same. Tell me about the guy .."	—	—	—	—

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
173.	<b>Sophie</b> : "Victor "	-	-	-	-
174.	<b>Claire</b> : " <b>Yeah.</b> "				√
175.	<b>Sophie</b> : "Well, Victor is a chef, an amazing chef."				
176.	<b>Claire</b> : " <b>Wow.</b> "				√
177.	<b>Sophie</b> : "Yeah. He's opening his own restaurant in New York. And that's the reason we're here. We're meeting suppliers all around. And he's actually... He's in Livorno at a wine auction as we speak."	-	-	-	-
178.	<b>Claire</b> : " <b>That sounds fun.</b> "			√	
179.	<b>Sophie</b> : "For him. Yeah."	-	-	-	-
180.	<b>Claire</b> : " <b>Well, and do your parents like him?</b> "		√		
181.	<b>Sophie</b> : "Yeah, my dad. My dad likes him. My mom left us when I was nine."	-	-	-	-
182.	<b>Claire</b> : " <b>Oh, dear. Oh, dear. I'm sorry about that.</b> "			√	
183.	<b>Sophie</b> : " <b>That's okay. It was a really long time ago.</b> "			√	
Scene 13					
184.	<b>Victor</b> : " <b>Ciao. How are you?</b> "	√			
185.	<b>Sophie</b> : "I'm good. <b>How are you?</b> "	√			
186.	<b>Victor</b> : "You know what? I was just witnessing this most incredible, incredible Sauterne auction. It was just beautiful. It was incredible. <b>How's it going?</b> "		√		
187.	<b>Sophie</b> : "I'm good. I'm in Siena right now."	-	-	-	-
188.	<b>Victor</b> : " <b>What? In Siena? What are you doing in Siena?</b> "		√		
189.	<b>Sophie</b> : "I'm writing a story. We're kind of on a bit of an adventure, looking for somebody that she used to know 50 years ago."	-	-	-	-
190.	<b>Victor</b> : " <b>You know what, baby? You know what? I mean, this isn't a good time because I'm in the middle of something, but, I mean, I'm glad you called because I was actually just gonna call you right now. You know, the opportunities here are really, really, really incredible, you know, and I think I'm gonna have to stay till Friday. Can I stay or should I skip it? I mean, I feel horrible, but...</b> "				
191.	<b>Sophie</b> : "No, do it. Please. I'm gonna need until Friday, as well."				
192.	<b>Victor</b> : " <b>Great. So Friday, all right? Friday. Friday's good. Okay. Win-win.</b> "		√		

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
Scene 14					
193.	<b>Claire</b> : “Charlie, why don't you tell Sophie about your pro bono legal work?”	–	–	–	–
194.	<b>Charlie</b> : “I can't imagine she'd have much interest, Gran.”	–	–	–	–
195.	<b>Sophie</b> : “Try me.”	–	–	–	–
196.	<b>Charlie</b> : “You know the sort of thing, defending the defenseless, preserving human rights, helping refugees get asylum. You look surprised.”	–	–	–	–
197.	<b>Sophie</b> : “I'm so surprised. I just didn't have you pinned down as the save-humanity type at all.”	–	–	–	–
198.	<b>Charlie</b> : “Really? And what type did you have me pinned down for exactly?”	–	–	–	–
199.	<b>Sophie</b> : “Well, I was leaning towards elitist Oxford prig, but now that you mention it, self-satisfied do-gooder works, as well.”	–	–	–	–
200.	<b>Charlie</b> : “I guess you're a poor judge of character then.”	–	–	–	–
201.	<b>Claire</b> : “But she does deal with facts, Charlie. Okay. I'm off to bed.”	–	–	–	–
202.	<b>Charlie</b> : “Okay.”	–	–	–	–
203.	<b>Claire</b> : “ <b>Good night, darling.</b> ”	√			
204.	<b>Sophie</b> : “ <b>Good night. Sleep well.</b> ”	√			
205.	<b>Charlie</b> : “ <b>May I walk you to your room?</b> ”		√		
206.	<b>Claire</b> : “Be nice to each other.”	–	–	–	–
207.	<b>Charlie</b> : “She is awesome. I respect your usage of the word this one instance.”	–	–	–	–
208.	<b>Sophie</b> : “Oh, I'm flattered. Thank you for approving.”	–	–	–	–
209.	<b>Charlie</b> : “You're very welcome. Right. Well. <b>Should we hit the sack? Sorry. I guess I... Well, as much as I'd love to sit here and drink the whole bottle of Caparzo.</b> ”				√
210.	<b>Sophie</b> : “No, go to bed. You should. <b>Good night, Charlie.</b> ”	√			
211.	<b>Charlie</b> : “Right. <b>Well, good night.</b> ”	√			
212.	<b>Sophie</b> : “ <b>Good night.</b> ”	√			
213.	<b>Charlie</b> : “ <b>Forgive me. Where are my manners?</b> ”			√	
214.	<b>Sophie</b> : “You know, I've been wondering that since I met you.”	–	–	–	–

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
215.	<b>Charlie</b> : “ Yes well, I don’t know what is this, but you seem to bring out the very worst in me. Somehow it’s my fault. You wrote a blasted letter. <b>Nonetheless, may I walk to your room?</b> ”		√		
216.	<b>Charlie</b> : “You know, I’m not the buttoned-up, buttock-clenching killjoy you try to make me out as.”		—	—	—
217.	<b>Sophie</b> : “Right. And I made you argue that true love is bollocks.”		—	—	—
218.	<b>Charlie</b> : “It’s just that I’m genuinely worried for her. I know she may seem carefree, but her life hasn’t been all that simple. <b>Is it that unreasonable for me to worry?</b> ”		√		
219.	<b>Sophie</b> : “No, but I have a really good feeling about this. You’ll see.”	—	—	—	—
220.	<b>Charlie</b> : “Let’s hope you’re right.”		√		
Scene 15					
221.	<b>Charlie</b> : “Hello.”	√			
222.	<b>Sophie</b> : “Hi. Is Claire with you? No?”		√		
223.	<b>Charlie</b> : “No, no. She’s turned in early, actually.”	—	—	—	—
224.	<b>Sophie</b> : “Okay.”	—	—	—	—
225.	<b>Charlie</b> : “I was gonna ask if you wanted dinner, but...”		√		
226.	<b>Sophie</b> : “I just... I wanted to get started on my story.”	—	—	—	—
227.	<b>Charlie</b> : “How’s it coming?”		√		
228.	<b>Sophie</b> : “It’s coming okay.”	—	—	—	—
229.	<b>Charlie</b> : “Am I in it?”		√		
230.	<b>Sophie</b> : “You may be. Why?”	—	—	—	—
231.	<b>Charlie</b> : “Can I read just a little bit?”		√		
232.	<b>Sophie</b> : “Are you kidding me?”	—	—	—	—
233.	<b>Charlie</b> : “Come on, just a little bit.”	—	—	—	—
234.	<b>Sophie</b> : “Absolutely not.”	—	—	—	—
235.	<b>Charlie</b> : “How am I to be sure that I’m being properly portrayed?”		√		
236.	<b>Sophie</b> : “No, you are. Believe me. You are.”		—	—	—
237.	<b>Charlie</b> : “What’s that supposed to mean?”		√		
238.	<b>Sophie</b> : “It means good night, Charlie. <b>Good night.</b> ”	√			
239.	<b>Charlie</b> : “Okay.”	—	—	—	—
240.	<b>Sophie</b> : “Yeah. Good night.”	√			

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
241.	<b>Charlie:</b> "What? Okay. Is this one of those situations where you're really saying the opposite of what you actually mean?"				√
242.	<b>Sophie:</b> "No."				
243.	<b>Charlie:</b> "Right. Good night then."	√			
244.	<b>Sophie:</b> "Good night, Charlie."	√			
Scene 16					
255.	<b>Charlie:</b> "Good morning."	√			
256.	<b>Sophie:</b> "Good morning."	√			
257.	<b>Charlie:</b> "Gran wants to sleep in this morning."	-		-	
258.	<b>Sophie:</b> "Is she okay? I mean, does she need anything?"		√		
259.	<b>Charlie:</b> "No need. She's tough as old boots, that one. Churchill in a dress. So, I thought I'd see a bit of Siena since we're here."		√		
260.	<b>Sophie:</b> "It's a good idea."	-	-	-	
261.	<b>Charlie:</b> "I suppose you want to keep on writing. I mean...Work, work, work."		√		
262.	<b>Sophie:</b> "Admirable trait."	-	-	-	
263.	<b>Charlie:</b> "Right, of course. Carry on then."	-	-	-	
264.	<b>Sophie:</b> "Charlie? Since we're here..."	-	-	-	
Scene 17					
265.	<b>Sophie:</b> "I hate to compliment you, but what you're doing for Claire is really... It's sweet, and I... I imagine that you'd rather be spending your holiday elsewhere, so did you volunteer your services, or did your parents? I mean, where do they fit in?"			√	
266.	<b>Charlie:</b> "I'd like to think they're someplace nice. They were killed in a car accident when I was 10."	-	-	-	
267.	<b>Sophie:</b> "I'm sorry. God, I'm sorry."			√	
268.	<b>Charlie:</b> "Thank you, Sophie. I appreciate it. It was a difficult time. Gran lost her son. I lost my parents. I'm not a big believer in happy endings, I'm afraid. Anyway, Gran stepped in. Took an angry, obnoxious, young boy under her wing and made me the simply unpleasant man I am today."	-	-	√	
268.	<b>Charlie:</b> "So, isn't your fiancé starting to get just a tad lonely?"		√		
269.	<b>Sophie:</b> "You know, Victor's having the time of his life right now. And I doubt he even notices that I'm gone. What about you? Don't you have a girlfriend?"		√		
270.	<b>Charlie:</b> "That is a very, very long story."				

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
271.	<b>Sophie</b> : “Yeah? I'm surprised.”	-	-	-	-
272.	<b>Charlie</b> : “It's been about a year since I've seen Patricia.”	-	-	-	-
273.	<b>Sophie</b> : “And you broke up with her?”	-	-	-	-
274.	<b>Charlie</b> : “Are you insinuating that I'm more the type to be dumped rather than do the dumping? Maybe I am. Actually, I did break up with Patricia. This time.”	-	-	-	-
Scene 18					
275.	<b>Sophie</b> : “Okay, that's enough. All right. That's enough.”	-	-	-	-
276.	<b>Charlie</b> : “Sophie...”	-	-	-	-
277.	<b>Sophie</b> : “That's enough.”	-	-	-	-
278.	<b>Charlie</b> : “Your writing is really good.”	-	-	√	-
279.	<b>Sophie</b> : “Thank you.”	-	-	-	-
280.	<b>Charlie</b> : “No. It's really, really, really good.”	-	-	√	-
281.	<b>Sophie</b> : “Why are you so surprised?”	-	-	-	-
282.	<b>Charlie</b> : “How come you've never shown your work to anyone?”	-	√	-	-
283.	<b>Sophie</b> : “I never feel like it's finished.”	-	-	-	-
284.	<b>Charlie</b> : “Why?”	-	√	-	-
285.	<b>Sophie</b> : “Because I guess I'm a perfectionist.”	-	-	-	-
286.	<b>Charlie</b> : “You know that's just another way of saying I'm a chicken? Listen. You've got nothing to be afraid of. You're not a fact checker. You're a writer.”	-	√	-	-
287.	<b>Sophie</b> : “What was that for? I'm not a chicken.”	-	√	-	-
288.	<b>Charlie</b> : “And I'm not a gentleman.”	-	√	-	-
289.	<b>Sophie</b> : “Do you think we should get back to Claire?”	-	√	-	-
290.	<b>Charlie</b> : “Yeah. Many more Lorenzos.”	-	-	-	-
291.	<b>Sophie</b> : “Okay. We should get back to Claire.”	-	-	-	-
Scene 19					
292.	<b>Claire</b> : “Sophie, I want to make a toast. Thank you.”	-	-	-	-
293.	<b>Sophie</b> : “I want to thank you for the wonderful thing you did for a complete stranger. I'll never forget it.”	-	-	√	-
294.	<b>Claire</b> : “Nor I.”	-	-	-	-
295.	<b>Sophie</b> : “I've had the most incredible few days. I really have, and I can't thank you enough for letting me tag along.”	-	-	√	-
296.	<b>Claire</b> : “I think you did more than tag along. Here is to all our loved ones, wherever they may be.”	-	-	√	-
Scene 21					
297.	<b>Charlie</b> : “Morning.”	√	-	-	-



Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
298.	<b>Sophie:</b> "Morning. Thank you."	√			
299.	<b>Charlie:</b> "How'd you sleep?"		√		
300.	<b>Sophie:</b> "I slept fine. How about you?"		√		
301.	<b>Charlie:</b> "Yes. Great. Thanks."				
302.	<b>Charlie:</b> "Good morning."	√			
303.	<b>Claire:</b> "Good morning."	√			
304.	<b>Sophie:</b> "How are you?"	√			
305.	<b>Claire:</b> "Good morning, my darling. It's a beautiful day. Sophie, would you mind going in the front? Because I'd love to stretch my legs for a bit."	√			
306.	<b>Sophie:</b> "Okay."	-	-		
307.	<b>Claire :</b> "Fantastic, darling."			√	
Scene 22					
308.	<b>Charlie:</b> "Promise me... Promise me you'll finish the story."	-	-	-	
309.	<b>Sophie :</b> "I guess this is it."	-	-	-	
310.	<b>Charlie:</b> "And I'm sorry it is."			√	
311.	<b>Sophie :</b> "Yeah, me, too."	-	-	-	
312.	<b>Charlie:</b> "Sophie, I... I never should've kissed you. I was completely out of bounds."	-	-	-	
313.	<b>Sophie :</b> "Mmm."				√
314.	<b>Charlie :</b> "You're engaged and..."	-	-	-	
315.	<b>Sophie :</b> "It's time to go. Goodbye, Charlie. I'll miss you."	√			
316.	<b>Sophie :</b> "Hi. It is time to... I must get back to Victor. Sorry."		√		
317.	<b>Claire:</b> "Yes. Of course. So, where's Charlie? We'll give you a drive there straight away."		√		
318.	<b>Sophie :</b> "No, I'm... Claire, I can't take you away from this place, so... I'm so happy for you."			√	
319.	<b>Claire :</b> "Is something wrong?"		√		
320.	<b>Sophie :</b> "No! No. No. It's just, you know..."	-	-	-	
321.	<b>Claire:</b> "And you're leaving? An angel brought you to me. Thank you. Thank you. I'll be eternally grateful. Thank you."			√	
322.	<b>Sophie:</b> "It's very kind. Thank you."			√	
323.	<b>Claire:</b> "Thank you so much. You're always welcome here. Thank you."			√	
324.	<b>Sophie :</b> "Ciao."	√			
325.	<b>Claire :</b> "Speak soon. Bye."	√			
326.	<b>Claire :</b> "Darling, you're family, so I think you'll understand why I'm telling you you're a total idiot."			√	

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
298.	<b>Sophie:</b> "Morning. Thank you."	√			
327.	<b>Charlie:</b> "Okay, okay, then don't sugarcoat it, Gran."			√	
328.	<b>Claire:</b> "I won't. How many Sophies do you think there are on this planet? Don't wait 50 years like I did. Go. Go! Go!"		√		
Scene 23					
329.	<b>Victor:</b> "Hey, Sophie."	√			
330.	<b>Sophie:</b> "Hi."	√			
331.	<b>Victor:</b> "Hey, how's your day been?"	√			
332.	<b>Sophie:</b> "I showed my story to Bobby."	-	-	-	-
333.	<b>Victor:</b> "Did he like it?"		√		
334.	<b>Sophie:</b> "Yeah, he's gonna print it."	-	-	-	-
335.	<b>Victor:</b> "Print it?"			√	
336.	<b>Sophie:</b> "Yeah."				√
337.	<b>Victor:</b> "Wow! Wow. That's pretty great, huh?"			√	
338.	<b>Sophie:</b> "I know. Did you read it?"		√		
339.	<b>Victor:</b> "Yeah, yeah. No. I..."				√
340.	<b>Sophie:</b> "Last night I left it out for you to read."	-	-	-	
341.	<b>Victor:</b> "I don't need to. I mean, I know it's gonna be great. Plus, I'm gonna see it... I'm gonna see it when it comes out. That's why I prefer to buy it. You know, I'm surprised, like..."			√	
Scene 24					
342.	<b>Sophie:</b> "Hi."	√			
343.	<b>Victor:</b> "Hey, Sophie. How're you doing? Everything all right?"	√			
344.	<b>Sophie:</b> "Lorenzo and Claire are getting married."	-	-	-	
345.	<b>Victor:</b> "Really? Wow. When?"				√
346.	<b>Sophie:</b> "On Saturday."	-	-	-	
347.	<b>Victor:</b> "Saturday? This Saturday? Yeah?"			√	
348.	<b>Sophie:</b> "Yeah. I'm gonna go. Alone."	-	-	-	
349.	<b>Victor:</b> "Alone?"			√	
350.	<b>Sophie:</b> "It's fine, it's fine, it's fine."			√	
351.	<b>Victor:</b> "Wait. No, no, no. Sophie, wait...No, no, no. Just..."				
352.	<b>Sophie:</b> "Let me get this out. Please? I really don't know what this is anymore. I don't know what we're doing. I mean, we went on vacation and we didn't spend any time together."	-	-	-	-
353.	<b>Victor:</b> "Yeah, because you were busy writing."		√		
354.	<b>Sophie:</b> "I didn't mind."				
355.	<b>Victor:</b> "Yeah, but... I know you didn't mind."	-	-	-	

Table Continued...

Datum	Utterance	Types of Phatic Communion			
		RW	ST	SC	MW
356.	<b>Sophie</b> : "And you were busy."				
357.	<b>Victor</b> : "Come on..."				
358.	<b>Sophie</b> : "You went to Livorno and I didn't mind."				
359.	<b>Victor</b> : "No, no, no, Sophie! No, no, no... No... Which is what I'm saying."				
360.	<b>Sophie</b> : "Victor, we went on, like, a honeymoon and we didn't mind being apart from each other. It's not supposed to be that way. We're supposed to want to be with each other all the time."				
361.	<b>Victor</b> : "Well, I wish I could tell you that things are gonna be different and that I'm gonna be different, but I... This is who I am."				
366.	<b>Sophie</b> : "I know, but I love... I love who you are. But I've changed. It's not working. I have to go, Victor."			√	
367.	<b>Victor</b> : "Romeo, save me, I've been feeling so alone."			√	
Scene 24					
368.	<b>Charlie</b> : "Sophie? Hi."	√			
369.	<b>Sophie</b> : "Hi."	√			
370.	<b>Charlie</b> : "Can't believe you're here. You look beautiful. When did you get in? Where are you staying?"			√	
371.	<b>Sophie</b> : "I haven't figured that out yet."				
372.	<b>Charlie</b> : "Well, no need. You'll stay here. Lorenzo wouldn't have it any other way."		√		
373.	<b>Sophie</b> : "I hope so. How is... How's our great Lorenzo? Is he as amazing as ever?"		√		
374.	<b>Charlie</b> : "Even more so."				
375.	<b>Sophie</b> : "Yeah?"				√
376.	<b>Charlie</b> : "Well I'll see you after, okay?"				
377.	<b>Sophie</b> : "Okay."				
378.	<b>Charlie</b> : "It's great to see you."			√	
379.	<b>Sophie</b> : "I'm gonna go in."				
380.	<b>Charlie</b> : "Okay. Yep."				√
<b>Total types of phatic communion</b>		46	70	53	25

Note :

RW : Ritual Words that are exchange when people meet

ST : Standard Topic of Conversation

SC : Supportive Chat

MW : Meaningless or Misunderstood Words.

## Appendix 2. Berita Acara Bimbingan Skripsi



KEMENTERIAN RISET TEKNOLOGI DAN PENDIDIKAN  
TINGGI

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### BERITA ACARA BIMBINGAN SKRIPSI

1. Nama : Dwinta Rizky Adinia
2. NIM : 115110101111032
3. Program Studi : Sastra Inggris
4. Topik Skripsi : Sociolinguistics
5. Judul Skripsi : Phatic Communion Used by the Main Characters  
in *Letters to Juliet* Movie.
6. Tanggal Mengajukan : 1/9/2015
7. Tanggal Selesai Revisi : 1/8/2016
8. Nama Pembimbing : Istiqomah Wulandari, M.Ed
9. Keterangan Konsultasi

No.	Tanggal	Materi	Pembimbing	Paraf
1.	01 September 2015	Pengajuan judul	Pembimbing I	
2.	01 September 2015	Persetujuan judul	Pembimbing I	
3.	07 September 2015	Pengajuan Bab 1-3	Pembimbing I	
4.	14 September 2015	Revisi Bab 1-3	Pembimbing I	
5.	21 September 2015	Revisi Bab 1-3	Pembimbing I	
6.	23 September 2015	ACC Bab 1-3	Pembimbing I	
7.	30 September 2015	Seminar Proposal	Pembimbing I	
8.	15 Juni 2016	Pengajuan Bab 4	Pembimbing I	
9.	22 Juni 2016	Revisi Bab 4	Pembimbing I	
10.	11 Juli 2016	Pengajuan Bab 5	Pembimbing I	
11.	14 Juli 2016	ACC Bab 1-5	Pembimbing I	
12.	19 Juli 2016	Seminar Hasil	Pembimbing I	

13.	20 Juli 2016	Revisi Skripsi	Pembimbing I	<i>[Signature]</i>
14.	21 Juli 2016	ACC Skripsi	Pembimbing I	<i>[Signature]</i>
15.	27 Juli 2015	Ujian Skripsi	Pembimbing I	<i>[Signature]</i>

10. Telah dievaluasi dan diuji dengan nilai :

A

Malang, 03 Agustus 2016

Mengetahui,  
Ketua Jurusan

Dosen pembimbing I

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