

## REFERENCES

- [1] Arundale, R. (2006). Face as relational and interactional: a communication framework for research on face, facework, and politeness. *Journal of Politeness Research*, 2(2), 193-216. <https://doi.org/10.1515/PR.2006.011>.
- [2] Bravo, D. (2008). (Im)politeness in Spanish-speaking socio-cultural contexts: Introduction. *Pragmatics*, 18(4), 563-576. <https://doi.org/10.1075/prag.18.4.01bra>.
- [3] Brown, P., & Levinson, S. C. (1987). *Politeness: Some Universal in Language Usage*. Cambridge: Cambridge University Press.
- [4] Culpeper, J. (1996). Towards an anatomy of impoliteness. *Journal of Pragmatics*, 25(3), 349-367. [https://doi.org/10.1016/0378-2166\(95\)00014-3](https://doi.org/10.1016/0378-2166(95)00014-3).
- [5] Culpeper, J. (2011). *Impoliteness: Using Language to Cause Offence*. Cambridge: Cambridge University press. <https://doi.org/10.1017/CBO9780511975752>.
- [6] Eelen, G. (2001). *A critique of politeness theories*. Manchester: St Jerome. <http://dx.doi.org/10.17507/tpis.0608.03>.
- [7] Goffman, E. (1955). On face-work: An analysis of ritual elements in social interaction. *Psychiatry*, 18(3), 213-231.
- [8] Goffman, E. (1981). *Forms of Talk*. Philadelphia: University of Pennsylvania Press.
- [9] Haugh, M. (2013). Speaker meaning and accountability in interaction. *Journal of Pragmatics*, 48(1), 41-56. <https://doi.org/10.1016/j.pragma.2012.11.009>.
- [10] Haugh, M., & Culpeper, J. (2018). Integrative pragmatics and (im)politeness theory. In C. Ilie, & N. R. Norrick, *Pragmatics and its Interfaces* (pp. 213-239). John Benjamins Publishing Company. <https://doi.org/10.1075/pbns.294.10hau>.
- [11] Holmes, J., Marra, M., & Vine, B. (2012). Politeness and impoliteness in ethnic varieties of New Zealand English. *Journal of Pragmatics*, 44(9), 1063-1076. <https://doi.org/10.1016/j.pragma.2011.11.006>.
- [12] Kádár, D., & Haugh, M. (2013). *Understanding Politeness*. Cambridge: Cambridge University press. <https://doi.org/10.1017/CBO9781139382717>.
- [13] Leech, G. (1983). *Principles of Pragmatics*. London: Longman.
- [14] Leech, G. (2014). *The Pragmatics of Politeness*. Oxford: Oxford University Press.
- [15] Locher, M. A. (2006). Polite behaviour within relational work: The discursive approach to politeness. *Multilingua*, 25(3), 249-267. <https://doi.org/10.1515/MULTI.2006.015>.
- [16] Locher, M. A. (2015). Interpersonal Pragmatics and Its Link to (Im)politeness Research. *Journal of Pragmatics*, 86, 5-10. <https://doi.org/10.1016/j.pragma.2015.05.010>.
- [17] Locher, M. A., & Watts, R. J. (2005). Politeness theory and relational work. *Journal of Politeness Research: Language, behaviour, Culture*, 1(1), 9-33. <https://doi.org/10.1515/jplr.2005.1.1.9>.
- [18] Locher, M., & Bousfield, D. (2008). Introduction: Impoliteness and power in language. In M. Locher, & D. Bousfield, *Impoliteness in Language* (pp. 1- 13). Berlin: Mouton de Gruyter.
- [19] Mills, S. (2003). *Gender and Politeness*. Cambridge: Cambridge University Press.
- [20] Ogiermann, E. (2009). *On apologising in negative and positive politeness cultures*. Amsterdam/ Philadelphia: John Benjamins Publishing Company. <https://doi.org/10.1075/pbns.191>.
- [21] Spencer-Oatey, (2005). (Im)Politeness, face and perceptions of rapport: Unpackaging their bases and interrelationships. *Journal of Politeness Research: Language, Behaviour, Culture*, 1(1), 95-119. <https://doi.org/10.1515/jplr.2005.1.1.95>.
- [22] Spencer-Oatey, H. D. (2002). Managing rapport in talk: Using rapport sensitive incidents to explore the motivational concerns underlying the management of relations. *Journal of Pragmatics*, 34(5), 529-545. [https://doi.org/10.1016/S0378-2166\(01\)00039-X](https://doi.org/10.1016/S0378-2166(01)00039-X).
- [23] Spencer-Oatey, H. D. (2007). Theories of identity and the analysis of face. *Journal of Pragmatics*, 39(4), 639-656. <https://doi.org/10.1016/j.pragma.2006.12.004>.
- [24] Spencer-Oatey, H. D. (2008). *Culturally Speaking: Managing Rapport through Talk across Cultures (2nd ed.)*. London and New York: Continuum.
- [25] Terkourafi, M. (2001). *Politeness in Cypriot Greek: A frame-based approach*. Unpublished Ph.D. dissertation. University of Cambridge.
- [26] Terkourafi, M. (2005). Beyond the micro-level in politeness research. *Journal of Politeness research*, 1(2), 237-262. <https://doi.org/10.1515/jplr.2005.1.2.237>.
- [27] Watts, R. J., Ide, S., & Ehlich, K. (. (1992). *Politeness in language: Studies in its history, theory, and practice*. Berlin: Mouton de Gruyter. (In Germany)