**LANGUAGE REGISTERS**

1. **Frozen** - Language that does not change - Prayers and pledges, "set" speech which is often scripted
2. **Formal** - Complete sentences and specific word usage. - Formal English often used to show respect used in places such as

 work, school and public offices

1. **Consultative** - Formal register used in conversation - colleagues, peers, etc.
2. **Casual** - Language used in conversation with friends. - idiomatic and often full of slang, used to signal belonging to a given

 group

1. **Intimate** - Language between lovers (and twins). - "private" language full of code words only known to the two.

**Greetings**

Good morning. May I speak to the manager, please?

How's my little snuggy wuggy?

Welcome to the Hugh Brothers Industrial Center. Where tomorrow's world meets today's. Please remember that no flash photography is allowed during this tour.

Hey, Jack. What's up?

Hello, Mr Smith. How are you this morning?

**Complaints**

Oh, Bob. Just a moment! Listen, you know... well... what was with that off-key comment last night?

Excuse me Ms Anderson. As I understand the task, we need to focus on improving our delivery times rather than blaming our suppliers.

I hope you don't mind my stating that the service is unsatisfactory. I would like a refund.

This is a complaint for damages and injunctive relief arising out of manipulative activities in the gold market from 1994 to the present time ...

I'm sick and tired of your crap.

**Encouragement**

Thank you for applying for this position. We'll let you know within a week if you have been chosen for an interview.

Thanks for following-up on the Jones account. Great job!

I offer You all my prayers, works, joys and suffering of this day ...

You're so good. I'm crazy about you, Honey.

Whoa, way to go! Nice catch!