

Meal deals and Deadlines

It had not been this cold since last October when the sun strained through the cloud. Exhausted by its sprint in August- and barely catching breath to illuminate the Halloween-decorated windows. It was now April, and the drizzle hung to Dorothy like a child to its mother at the gates of the school playground on their first day. *She didn't mind though* and held her damp coat tighter. She was glad to feel the presence of something other than her thoughts. Always tall and lanky in her early years, but she had filled out just enough for there to be a distinction between herself and her brothers. Three rebels that shot round the field, scrapped knees, crimson cheeks, gasping for a bottle of juice that was never shared around quite as equally as she had hoped. Those were the summers of crabbing by the rock pools where the tide would wash in limpets that stuck to the seaweed. It would battled the edge of their dad's car keys, as he tried to give them all a closer look at the nature of the North. *Summer does not exist when you grow up*, it's a childhood treasure that gets locked away in ageing minds. It's a precious experience where everything seems much brighter, and the days stretch out into an oblivion of innocence.

Leaving the entrance to her last waitressing interview of the week, she looked up through the haze of the sky where grey clouds balanced on grey roofs, on grey windows, on grey bricks balanced on grey paving slabs and the grey people walked on them through grey puddles with grey shoes. She wondered that maybe all her time to see colour had run out, leaving her with the view of them all mushed together. For the rest of eternity in a sad cocktail. Life had been going full throttle. She struggled to keep up with the cost of her tank because unfortunately they haven't learned how to build cars or people that didn't need charging or feeding or sleeping to function. So she walked. She walked around with the constant beep of 'EMPTY' flashing in her subconscious with little urgency to try and turn it off. University had not been the academic journey she had expected. It was because of this that she'd hit the motorway at 90miles per hour in her last semester, without the time to check the brakes or see if there was enough water and oil to make the drive. She had quit her last job to make room for the workload and the novels and the research that was required of her to finish her degree. Yet- it only added an all-boys rugby team size amount of pressure to her day. Every morning she woke and reminded herself:

1. Meal deals are not essential for human existence.
2. Coffee (or any beverage that for that matter) from the café is also not vital for completing human activity.
3. You have legs, please use them because the bus is not free.

Dorothy enjoyed her morning mantras and financial disappear over Aldi green tea, Aldi wheat biscuits and long-life milk on the edge of a decaying sofa that hadn't been cleaned since she had moved in, or more likely any time before that. She was now in desperate need of her own financial income and this wasn't to do with her budgeting or willpower against collecting coffee-stained Styrofoam cups, *it was the fact that life's simplest pleasures are always the hardest to resist.*

She'd had offers at two pubs in the town she was living in and had just been offered a trial shift at a fancy bar and restaurant in the city. There was a relief to knowing she wouldn't be scrolling through Deliveroo in the evenings and staring at the pictures as a replacement for dinner forever but none of the positions really appealed to her. She carried on walking down the street glancing at the pigeons that congregated by the benches every day in the hopes a few flakes of sausage roll pastry would fall to the floor. The girls who'd hopped off the train overflowed with giggles and a little bit too much

prosecco, fighting for space under an umbrella in the hopes to save their blowouts. She watched the other students intertwine through the crowds and if she closed her eyes for just a second, she could hear the flashing beeps in their heads too. The collective hum of the city made it seem exciting but when separated, all the noises became a bit sinister, tiny screams trying to get out that become lost in the swarm of heads. She made a mental 'pros and cons' list before replying back to anyone.

Pros of a city job	Cons of a city job
Lots more Tips	Spending money on commute
More shifts available	Longer hours
More exciting and fast-paced	Night shifts with drunk groups
Party atmosphere	Bitchy colleagues
Meeting new people	Not many regulars

Dorothy valued having a daily routine and feeling comfortable with the people she shared her life with. She never longed for the unpredictable, for the spontaneous or the new. She lived within a bubble that she had created and was very cautious of allowing visitors to even peer through the glass. A sanctuary can take a lifetime to build and only a second to break. So, decided against inviting the unpredictable for a few extra pennies, maybe the coffees could wait.

Technological and Professional Communication

Language and Communication: The Effect of Email on human interaction.

Email is used as an everyday method to communicate, primarily within a professional setting. The first electronic mail was sent in 1971 by Tomlinson who mailed himself the upper row of the keyboard. It was sent from one computer to another via ARPANET which was the computer system prior to the founding of the internet in 1983 (The Economic Times, 2018). The term 'electronic mail' is now seen as outdated and the modern term 'email' or e-mail' is the contemporary abbreviation most popularly used. The term can be dated back to 1979 in the scientific journal of Electronics titled 'Postal Service pushes ahead with E-mail' (Ohlehieser, 2015).

An email has a specific writing style that requires a formal and professional tone that can be easily understood by its recipient. Arguably, an email functions more as a piece of writing rather than a conversation. Although it adopts all the language conventions of conversation in the form of Searle's speech acts (1976) and Grice's Maxims (1967), It contrasts with the conventions of face-to-face oral conversation as there is not a limited time frame for each participant to plan and produce their reply. Alongside this, Albert Mehrabian's 7-38-55 Communication model says that 55% of communication takes place through the body language we use (Hwai Lee et al, 2010, p.1152). Subsequently, conversation through email lacks the ability to fully interact on a human level and relies on the knowledge of general social practices (e.g., expression, seeking response, marking and labelling) to emulate the conventions of conversation electronically (Bazerman et al, 2016, p.355).

The act of taking human conversation and manipulating it to be compatible with the input of data for a computer or electronic system can be regarded as a function of language translation. The act of translation is the 'process of translating a word, a work, etc., from one language into another (Cambridge Dictionary, 2020).' This sets up the framework to view conversation through technology as a language itself, as there is a process involved in deciphering and rewording the oral language into a digital form. The process of this, however, is more complex than translating for the intention of the recipient's understanding as once translated into a digital format it needs interpreting by the recipient back into the human language to be fully comprehensive. Homolinguistic translation defines this process of translating and interpreting the English language to digital English as it requires substituting word for word, phrase for phrase, line for line, or "free" translation as a response to each phrase or sentence (Bernstine,1996, p.66).

When using homolinguistic translation as a process of experimental writing it aids in gaining multiple perspectives and meaning from one text and acts as a creative practise to generate new ideas. However- when brought into the context of professional communication, specifically electronic, the substitutions and deductions undertaken by the reader increase the likelihood of miscommunication to take place. When this act occurs the reader of the email is not only reading the text or denotation of the email, but also the sub-text or connotation alongside it while incorporating their emotional response. It is because of this that the process of writing an email has become a hybrid language as it includes traditional conversational conventions of speech to mimic human interaction but also the technique of writing professionally. Although both conventions seemingly contrast with each other due to their opposing characteristics of the former being a natural flow of conversation and the latter being staged, they both work harmoniously in reducing the amount of miscommunication during translation.

To further prevent misunderstanding within digital conversing, there are specific visual and language structures used when writing an email to present the message being sent clear and concisely. Overtime, email has formed its own unique language with rules and social codes that can be easily identified and employed. These conventions are known as email etiquette or 'netiquette' and overlap with the intention of the writing to help emulate the speech and conversation of human interaction (Shea, 1994). The typical template of an email would include the welcoming and addressing of the recipient in a polite and formal manner, followed by the body of the conversation and then signing off with a personal but appropriate farewell. The friendliness of each greeting and farewell is determined by the level of relationship between the writer and the receiver however, never leaves the realm of professionalism due to the conventions of an email being formal so as to not cause miscommunication. In terms of face-to-face conversation, Bernstein has argued that 'changes in the form of the social relationship can affect the planning procedures an individual uses in the preparation of his speech and it can affect the orientation of the listener (1964, p.56).' Therefore, when writing an email that does not have the benefit of human connection through speech and gestural emotions, it is important to write with a generic and clear purpose that avoids the inclusion of personal orientations and opinions.

Although the process of writing and conversing through email has been adapted and designed to avert causing offence or confusion to its recipient- by employing conversational conventions and netiquette, it cannot be disregarded that human emotion is involved no matter how digital or robotic the medium being used is. When interacting as humans in a non-human manner it can often cause more confusion due to emotions being conveyed ineffectively and the need to understand the connotation of what is being said rather than the denotation. Within a study conducted in 2005, Knock discovered that 'regular email users generally report that the act of sending and receiving

emails at work is duller and less stimulating than engaging in face-to-face communication (Knock, 2005, p.312). From this, Byron coined this experience the 'Neutrality Effect' and argues that 'because emails are text based and relatively lacking in cues, their emotional tone is often ambiguous, particularly because emotional content in email may violate employees' schemata (2008, p.312-313).

Theoretically, the framework for writing and conversing through email should function- as it involves the conventions of working face-to-face conversations. The technique of writing in a neutral manner to avoid offence lacks the ability for perfect translation from human to digital form due to the independent variable of personal human emotion. The translation of an email is unique and tangible depending on its recipient, no matter how many language codes or etiquette guides are followed. It is because of this miscommunication through email is unavoidable, and will always be up for interpretation, regardless of how neutral the email is written.

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