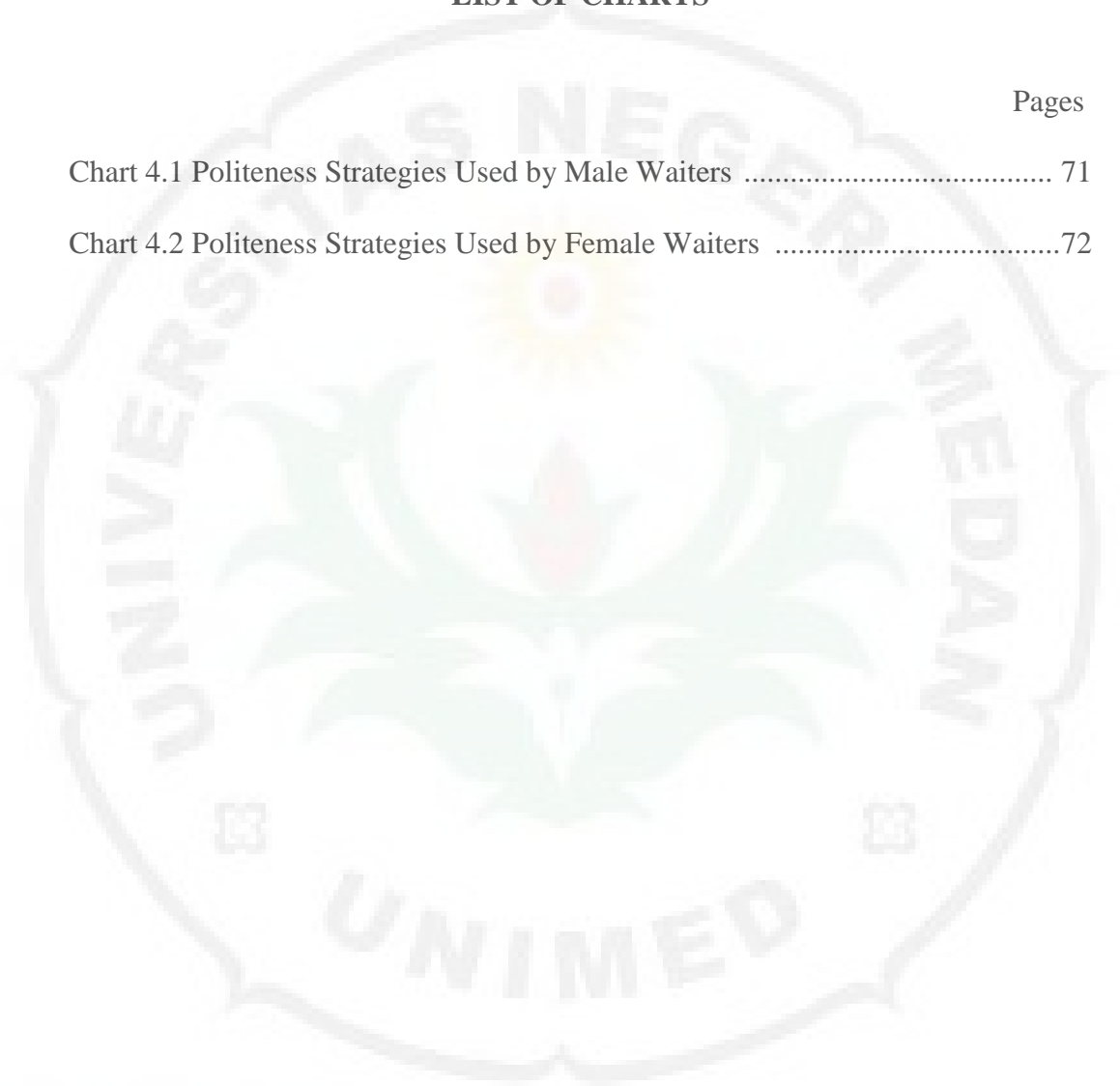


LIST OF CHARTS

	Pages
Chart 4.1 Politeness Strategies Used by Male Waiters	71
Chart 4.2 Politeness Strategies Used by Female Waiters	72



THE
Character Building
UNIVERSITY