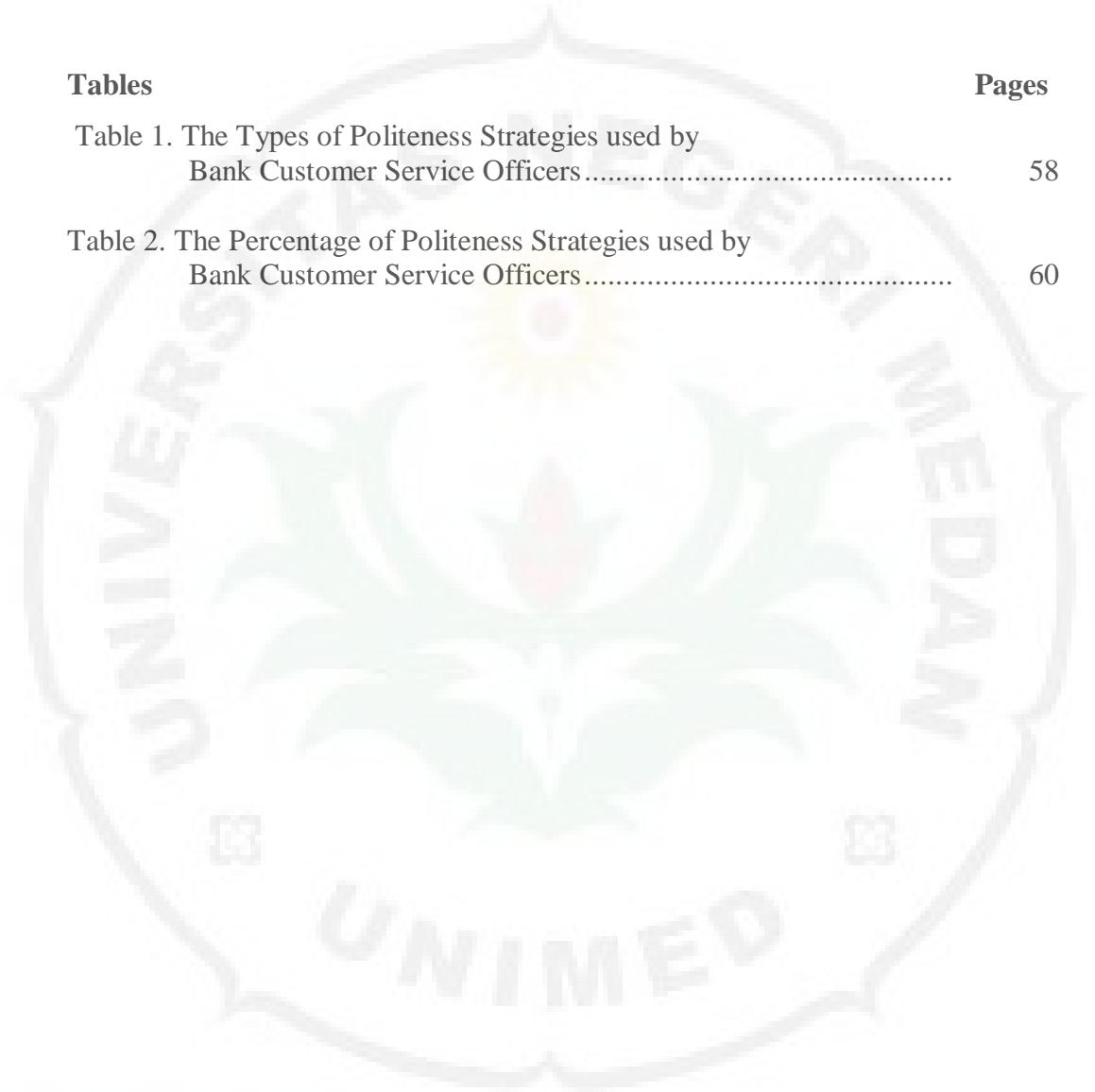


## LIST OF TABLES

<b>Tables</b>	<b>Pages</b>
Table 1. The Types of Politeness Strategies used by Bank Customer Service Officers.....	58
Table 2. The Percentage of Politeness Strategies used by Bank Customer Service Officers.....	60



THE  
*Character Building*  
UNIVERSITY