

## TABLE OF CONTENTS

|                                     |      |
|-------------------------------------|------|
| Inside Cover Page .....             | i    |
| Inside Title Page.....              | ii   |
| Degree Requirement.....             | iii  |
| Declaration Page .....              | iv   |
| Dedication Page .....               | v    |
| Approval Page .....                 | vi   |
| Acknowledgements .....              | vii  |
| Epigraph .....                      | ix   |
| Table of Contents .....             | x    |
| List of Tables.....                 | xii  |
| List of Appendices .....            | xiii |
| Abstrak .....                       | xiv  |
| Abstract .....                      | xv   |
| Chapter I: Introduction.....        | 1    |
| 1.1. Background of the Study .....  | 1    |
| 1.2 Statements of the Problem.....  | 7    |
| 1.3 Objectives of the Study .....   | 7    |
| 1.4 Significance of the Study.....  | 7    |
| 1.5 Definition of Key Terms .....   | 8    |
| Chapter II: Literature Review ..... | 10   |
| 2.1 Theoretical Framework .....     | 10   |
| 2.1.1 Face .....                    | 10   |

|                                         |                                                                         |    |
|-----------------------------------------|-------------------------------------------------------------------------|----|
| 2.1.2                                   | Face Threatening Act (FTA).....                                         | 11 |
| 2.1.3                                   | Face Saving Act (FSA) .....                                             | 12 |
| 2.1.4                                   | Politeness Strategies.....                                              | 12 |
| 2.1.5                                   | Factors Influencing the Choice of Politeness Strategies .....           | 28 |
| 2.2                                     | Related Studies .....                                                   | 29 |
| Chapter III: Method of the Study .....  |                                                                         | 33 |
| 3.1                                     | Research Approach.....                                                  | 33 |
| 3.2                                     | Source of the Data .....                                                | 33 |
| 3.3                                     | Techniques of Data Collection .....                                     | 34 |
| 3.4                                     | Techniques of Data Analysis.....                                        | 35 |
| Chapter IV: Results and Discussion..... |                                                                         | 37 |
| 4.1                                     | Findings .....                                                          | 37 |
| 4.1.1                                   | Politeness Strategies Used By The Baristas Of <i>Hi Coffee</i> Surabaya |    |
|                                         | 44                                                                      |    |
| 4.2                                     | Interpretation .....                                                    | 65 |
| Chapter V: Conclusion.....              |                                                                         | 70 |
| References.....                         |                                                                         | 73 |
| Appendices.....                         |                                                                         | 77 |

## LIST OF TABLES

|                                                                                                                                    |    |
|------------------------------------------------------------------------------------------------------------------------------------|----|
| Table 4.1 Politeness strategies used by the five baristas of Hi Coffee Surabaya in interacting with the customers .....            | 37 |
| Table 4.2 The sub-strategies of politeness used by the five baristas of Hi Coffee Surabaya in interacting with the customers ..... | 39 |

## **LIST OF APPENDICES**

|                                                                  |    |
|------------------------------------------------------------------|----|
| Appendix 1 Tabulation of Barista D's Politeness Strategies ..... | 77 |
| Appendix 2 Tabulation of Barista N's Politeness Strategies ..... | 78 |
| Appendix 3 Tabulation of Barista P's Politeness Strategies ..... | 82 |
| Appendix 4 Tabulation of Barista R's Politeness Strategies ..... | 83 |
| Appendix 5 Tabulation of Barista Y's Politeness Strategies ..... | 86 |