

A Comparative Study of Chinese and English Expressions of Thanks and Their Responses

Xie Siyu^{1,a} Liu Zhengbing^{2,b*}

¹Xie Siyu, undergraduate in Wenzhou University Oujiang College, interested in research about cross cultural communication.

²Liu Zhengbing, associate professor in Wenzhou University Oujiang College, interested in research concerning cross cultural communication.

^a 1293421012@qq.com

^{b*} 76452713@qq.com

ABSTRACT

Thanks and their responses play an important role in intercultural communication. Based on the similarities and differences between Chinese and English, this paper makes a comparative study of the similarities and differences between Chinese and English thanks and their responses. The authors have found that in China, family members, husband and wife and good friends seldom utter their thanks to each other, but in a more euphemistic way. On the contrary, English speaking people tend to express their gratitude to others more explicitly. However, it should be noted that the fact that Chinese acquaintances and relatives do not often say “thank you” does not mean that they do not know how to be grateful. In their opinion, to say “thank you” to each other will give you a feeling of being out of touch and unfamiliar. The author believes that in cross-cultural communication, it is necessary to say “thank you” to anyone who has helped them in a timely and loud way. It will not only enhance the feelings of both sides of the communication, but also make the helper feel happy and willing to continue to help as always.

Keywords: *Chinese and English, thank you, response, similarity, difference*

1. INTRODUCTION

As the old saying goes, “The reason why ordinary people are humans is etiquette.” “Propriety” is the foundation of governing the country and ensuring the country. Etiquette culture involves language, behavior, expression and so on. Among them, language is the most direct and useful way of expression. The language and culture of “Li”(etiquette) have different manifestations in different cultures. For example, as a kind of “ritual” language, the expression of thanks and the language of response generally exist in people’s daily life. In cross-cultural communication, there are similarities and differences in mood, modality and person use between Chinese and English. The author finds that due to the differences between Chinese and English languages and cultures in other places, the manners and behaviors of politeness are different. Based on different backgrounds, this paper makes a comparative study of the ways, forms and standard expressions of thanks and responses in Chinese and English, aiming to reduce misunderstanding, contradictions and conflicts between people in cross-cultural communication, and to enhance the emotional relationship between them.

2. DEFINITION OF THANKS

When people communicate with each other, they use a variety of languages to express their mood at that time. These seemingly simple words contain subtle meanings, both common and different. Thanks play an indispensable role in the process of communication, which represents their own cultural literacy and behavior etiquette. In order to further study the use of thanks, the author will analyze the definition of thanks from the following aspects.

2.1. Purpose and Function of Thanks

As a kind of human language which is suitable for expressing gratitude all over the world, expressing thanks is the carrier that everyone must have in the performance of cultural literacy, and it is an indispensable part of people’s daily communication. The author finds that its direct purpose is to express gratitude—to express gratitude in one’s own way, to give corresponding feedback to the other party’s behavior, and to make the recipient feel happy. The other purpose is to further promote the in-depth communication between people and strengthen the communication link between people. When it comes to the function of thanks, Norrick maintains that the pragmatic function of expressing thanks is like a Swiss Army knife,

which is directly proportional to the purpose of communication[1]. Rubin points out that expressing thanks has the functions of responding to greetings or compliments, marking the end of discourse[2]. Some scholars have found that thanks also play a role in greetings (e.g. How are things recently? Thank you for your concern.) and sarcasm (e.g. I'm so grateful to you for adding more trouble to me!). The function of thank you is not only to express thanks, but also to satire, greetings and politeness in some special cases. When people refuse the suggestions or opinions put forward by the other party, they may use the words of thanks as an "intermediary" to minimize the degree of emotional damage. Thanks can also indicate acceptance and express one's willingness to accept the other's help. Therefore, the pragmatic functions of thanks are diversified, and the choices vary on different occasions.

2.2. Classification of Thanks

Coulmas divided the words of thanks into thank type and non thank type[3]. There is a positive correlation between gratitude and the help received by the giver. If the degree of help received by the thanking party is low, it is non thank. Du Xuezheng divided the words of thanks into verbal thanks and non-verbal thanks[4]. Verbal thanks are oral thanks, which can be expressed by meeting with the other party or by means of telephone connection. There are often forms of conveying. For example, because of their own business, they cannot get away. Nonverbal gratitude is mainly divided into written thanks and behavioral thanks, that is, expressing oneself in exact words and expressing thanks through one's own physical actions. In general, when using written expression, the party receiving help will use thank-you letters and thank-you cards to express his or her thanks. Aijmer divided the behavior of gratitude into explicit and implicit[5]. For example, "Thank you, thank you so much, Thank you so much" is the explicit expressions of gratitude. Indirect expressions such as "You have worked hard; sorry to have troubled; I appreciate it" are implicit expressions of gratitude. Through these scholars' classification of thanks, the author finds that there are similarities between different types of thanks, that is, to express gratitude directly or indirectly. However, the overuse of thanks is also common. Thanks should be appropriate, just as two people who have a good relationship should also abide by the rule of "familiarity and cannot exceed the rules". Therefore, whether it is a thank-you or non thank you, the rational use of them can achieve the effect of promoting communication, otherwise, it is not.

2.3. Characteristics of Thanks

The core of Confucianism is "Confucianism" and "benevolence". As a language carrier to convey politeness, thanks can effectively interpret the basic etiquette of being

born. From ancient times to the present, this kind of etiquette has gradually become a habit for people to express their basic politeness. In the long history of etiquette culture inheritance, although there are some slight changes in the way of expression of thanks, the purpose of thanks remains unchanged, which is one of its characteristics.

Thanks can not only reflect one's self-restraint, but also make both sides in the communication gain psychological and spiritual satisfaction. When "thank you for your hard work" and "thanks" are blurted out along with the vocal cord vibration, the beneficiary will have a sense of sublimation of soul and cultivation of sentiment. This seemingly simple expression of thanks unintentionally warms the one who is being appreciated, and it will also create a sense of benefiting others with their own meager efforts. This feeling of being in need weakens the feeling of being needed, and the other party who gives help "sends ephemeral flies to heaven and earth, a drop in the ocean" and sighs about the short life, which is the second characteristic.

Besides, the expression of thanks is also universal. As a daily language, it adds a touch of color to the background of interpersonal communication. For things that are good for one party, he or she will express his or her gratitude and appreciation; for things that are bad for one party, he or she express his or her irony and counterattack. Whether it is beneficial to both parties in the communication or not, thanks play the role of a microphone to express inner feelings, which is widely used, which is the third characteristic.

3. A COMPARISON BETWEEN CHINESE AND ENGLISH EXPRESSIONS OF THANKS

Thank you has already become a kind of etiquette and custom throughout people's daily life. In China, English speaking countries and even in the rest of the world, "thank you" are just like a kind of "catchphrase" that people blurt out. There are similarities and differences in the ways and habits of Chinese and English native speakers' thanks.

3.1. Identity

Communication between people needs media to build bridges. In order to achieve this balance point, language intending thanks is the hub of its function. Customs and different pragmatic methods in different places are constantly integrated until their commonness appears. The following is based on the way and purpose of thanks to analyze the similarities between Chinese and English thanks.

3.1.1. *The same approach*

In China or in English speaking countries, written expression is one of the ways to express thanks. Written expressions include thank-you letters, thank-you cards, banners, certificates and newspapers. Thank-you letters and thank-you cards can be divided into two types: formal and informal, and the corresponding words of thanks are also different. For example, “thank you” in Chinese and “I am really appreciative of your help” in English are more formal. They are generally used in more formal and public occasions, such as birthday parties, weddings, and various parties. “Thank you” and “thanks” are relatively informal and generally used between people who are familiar with them.

Oral direct thanks are another way to express thanks, which can be divided into formal and informal ways. Like written expression, formal oral thanks are also applicable to public occasions. For example, when speaking or broadcasting a speech to the public, the wording should be more rigorous, which may represent personal or national honor and image. Informal thanks are more arbitrary and almost stress response. This kind of informal situation involves a variety of scope, which can be a small favor or a major role. We can all express it with informal thanks, but there are subtle differences in tone and response.

3.1.2. *The same purpose*

This is a world shrouded in etiquette and customs. Whether through written or oral expression, the common purpose is to express thanks. As mentioned in the above section, common expressions of thanks include “thank you”, “thank you so much”, “thanks very much”, “it’s very kind of you”. Combined with the actual situation and the classification of the above research, we can choose a more suitable way to achieve the purpose of gratitude in different situations. Through the research, the author believes that in terms of the etiquette of thanks, both Chinese and English speaking countries embody the moral character of knowing gratitude and repaying virtue through verbal expression and language behavior.

Even if there are some differences in cultural customs between China and Britain, which leads to the differences in the way and content of expressing thanks, this does not hinder the purpose of both sides. Chinese people often express gratitude indirectly, often using their own “unique” language and behavior to make the other party feel warm thanks; people in English speaking countries directly express thanks to their relatives or friends, showing their high enthusiasm. No matter what the expression is based on, the purpose of a thank you is that “we begin with the Source-A person who has an idea, feeling, experience, etc.[6]”. It’s the same. In the process of sharing feelings and experiences, people pass on their emotions. From this source, the world becomes more harmonious, thus arousing the resonance of people’s inner feelings. This principle is also applicable to the expression of thanks. The

warm ripples in the hearts of both sides can achieve the purpose of common thanks.

3.2. *Difference*

Due to the differences in national culture and thinking habits, there are many differences between Chinese and English expressions of thanks. The following is a discussion on the differences between Chinese and English expressions of thanks by means of expression, situation, object and function.

3.2.1. *Differences in expression*

Most of the English speaking people express their thanks directly with “thank you” or “thanks”. Due to the different degree of emotion expressed by thanks, on the basis of “thanks”, a little modification will be added to change it into “many thanks”, “thanks a lot” and “thanks for”, so that the emotional changes of thanks are different. The use of “thanks” in explicit thanks is very wide, ranging from a great help gift to a small question answering. Therefore, “thank you” can be used in almost any situation in English speaking countries. “Thank you” is the most typical explicit form of thanks in Chinese. Different modifiers can also be added, such as “very much”, “so much”, “sincere”, and so on, which can better reflect the sincerity of thanks. Besides verbal thanks, there are also behavioral thanks in Chinese culture, such as handshake, smile, nod, bow, etc. Unlike English native speakers, Chinese people may not say “thank you” directly for their family members and close friends, but use words that are more suitable for the current emotional state, such as “You have worked hard”, or express thanks with practical actions. The differences between the two languages and cultures are due to two different cultural backgrounds, which also reflects the differences in the way people from different cultural backgrounds get along with each other. For example, in English speaking countries, the benefactor will feel disgusted by the way of “asking for warmth” and even think that the beneficiary is restricting the personal freedom of the benefactor. Only when fully understanding cultural differences between Chinese and English speaking countries, can Chinese English learners avoid unnecessary cultural conflicts.

3.2.2. *Difference of situation and object of thanks*

In Chinese language and culture, many factors should be considered when using the expression of thanks. Chinese people pay more attention to the world when expressing gratitude. Chinese people often consider various factors such as relationship, human relationship, the size of the event and the familiarity of the other party. According to the current situation, the real-time object adopts the perfect

way to express thanks. Chinese people don't directly use words like "Thank you" to express their gratitude to their relatives and friends. In Chinese traditional culture, the way of expressing gratitude is more implicit. If we use "thank you" directly to express our gratitude to relatives and friends, it will alienate the distance between them and even appear to be the relationship between them. Therefore, they usually use "You are hardworking", "Sorry for having troubled you so much" and other euphemistic tone to express their gratitude. Sometimes, the nonexplicit "Xie Yi"(Thank you) can catalyze and evolve the behavior of giving "favor" into a specific interpersonal relationship than the explicit one[7]. When receiving honors and compliments, Chinese people often don't say thank you directly. For fear of being mistaken for pride, Chinese always respond humbly to each other. In the same way, when receiving help, they should not only respond to the help of the other party with the words "It's too much trouble" and "hard work, you have to make a special trip for me", but also buy gifts to give to the other party. In addition, the Chinese will also express their thanks in the form of "sorry"—bringing unnecessary trouble to the other party because of their own affairs. The authors have found that the majority of Chinese people use thank you to strangers. When receiving gifts, blessings, and receiving help from the other party, Chinese people usually respond directly with the words of thanks.

In English speaking countries, there are many situations in which English speaking people directly use "thanks", which can be called a universal functional word. Hinkel pointed out that in English speaking countries, gratitude in general has nothing to do with debt, reciprocity, gender and age[8]. Therefore, "thanks" can be used on any occasion. "Thanks" expresses the more direct attitude of the English people towards things, which is less "implicit" than that of China. Under such a linguistic and cultural background, the benefactor must expect to hear the thanks from the recipient, otherwise the benefactor will think that his help has not been affirmed or respected. But in English culture, there is a special occasion—the benefactor will accept the praise from the other side. This kind of difference is not caused by the fact that people have different politeness coefficients or different qualities, but that they are related to their own traditional culture and reflects different social and cultural backgrounds.

However, with the development of economic and linguistic globalization, especially under the influence of the English speaking nation, Chinese people are also increasing the frequency of saying "thank you" directly, which injects fresh blood into Chinese polite expressions.

3.2.3. Difference of thanking function

Although there are many similarities in the purpose of thanking, there are differences in the functions of Chinese and English due to the differences between Chinese and English languages and cultures.

Chinese thanks are not only used to thank, but also used to

apologize, refuse, satire and so on. When invited, Chinese usually first say "thank you" and then explain the reason of refusal. In the face of other people's point of view, it is generally adopted to affirm their views first, and then decline them politely to show that they do not accept other people's views. In English, it is also a common habit to decline others' invitation with thanks. However, there is often a lack of sophistication in English. Most of them are simple and rational responses, that is, "No, thanks". Some researchers hold that in daily life, thanks have the function of responding to each other's greetings. For example, towards "How is everything?" the corresponding answer is "It is OK, thank you". Chinese people often use "Long time no see; how are you doing?" "What are you doing recently?" In Chinese, it is difficult to find a corresponding greeting like "Thank you" in English speaking countries. Due to the differences of language and cultural customs between China and English speaking countries, the similarities and differences of their expressions of thanks will be reflected in cross-cultural communication.

4. A COMPARISON BETWEEN CHINESE AND ENGLISH EXPRESSIONS OF RESPONDING THANKS

In cross-cultural communication, in order to promote communication, both sides should not only integrate Chinese and English expressions of thanks, but also pay attention to the way of responding. Due to the different cultural backgrounds, there is a corresponding "harmony but difference" between Chinese and English in responding to thanks. The author hopes to make a comparative study of the similarities and differences between Chinese and English expressions of responding thanks, so as to make the two languages and cultures better developed.

4.1. Similarity

The response to thanks is not only a response, but also an essential factor in interpersonal communication.

4.1.1. Similar specification response

When people communicate with each other, there is more or less the problem of "communication principle". In interpersonal communication, Chinese people and English people have similar standard expressions. These expressions are to achieve a common purpose: politely respond to thanks. The authors have found that, generally speaking, "You are welcome" is used in English to respond to the other party's thanks, while "You are welcome" is often used in Chinese. If the occasion is more formal and solemn, generally, "It's a pleasure" is the response of "thanks a lot" or "thank you" in English, and "This is what I should do" in Chinese. On casual occasions, "You are welcome" is often used in English. Generally, "That's fine

/ OK” is rarely used as a thank-you response, and the corresponding “no matter” is frequently used in Chinese.

4.1.2. Similar classification form

Some scholars have pointed out that the forms of response are receptive response, non receptive response and reducing the degree of things. Receptive response is to accept the recognition of the help they have made, which is reflected in both Chinese and English, but mainly in English. People from English speaking countries accept each other’s thanks and will directly use “You are welcome”. In Chinese, people often say “You are welcome” to respond to each other, which is equivalent to “You are welcome” in English. The non receptive response is to respond to the other person’s thanks by means of modesty and reducing self-level. This kind of form mainly appears in Chinese, which generally uses “It is nothing” and “This is what I should do” as the response, which is equivalent to “It’s my pleasure” in English and some other formal languages. To reduce the degree of things is to like to give credit to others and be modest, which is often reflected in Chinese, because Chinese people pay more attention to modesty and low-key behavior.

4.2. Differences

Although there are some similarities between Chinese and English, the differences are not small. Due to the differences between Chinese and English traditional cultural customs and polite language habits, there are also different ways of expression in the responses of the two kinds of thanks.

4.2.1. Response differences in different situations

“You are welcome” is often used in Chinese and “You are welcome” is often used in English. However, this is only applicable to ordinary occasions, such as helping strangers or neighbors to hold down the elevator door when the elevator door is about to close and giving up your seat on the bus to the elderly to get their thanks. When helping others on other occasions, whether it’s out of duty or willing to help others, Chinese will use “This is what I should do” and “Raising my hand is not enough to mention”. Chinese people always respond to each other’s thanks humbly and tactfully, no matter how much they have helped each other. Or is it that the restaurant attendants do their best to serve you and respond humbly to the other party’s thanks when they receive their thanks. But if “Zhe Shi Wo Ying Gai Zuo De” in Chinese is directly translated into English “It’s my duty”, it will become a kind of Chinglish. People in English speaking countries seldom use such response. They don’t understand such an answer and even think it’s strange. It will be misunderstood that your help is not voluntary, and this

kind of answer may lead to estrangement in the relationship. Even the same sentence may have very different implications in different languages in different countries. In traditional English culture, it is mainly to “accept one’s own credit”, which is contrary to Chinese culture. Therefore, English always uses “Don’t mention it”, “Not at all” as a kind of reply. Sometimes, people in English speaking countries will respond to each other casually, such as smiling, nodding, or saying “It’s nothing”. But the corresponding Chinese usually can’t use “It doesn’t matter” and “It’s all small things, don’t care”, because in Chinese expression, it’s a response to apology. Similar to the thanking language, the pragmatic way of the Chinese response is more euphemistic and modest than that of the English one.

4.2.2. Different response modes

In English culture, the response to thank you is usually a kind of affirmation to the beneficiary. “You are welcome” is a common response, and “It’s my pleasure” “I’m glad to be of help” and so on play the role of transmitting the benefactor’s mood. If the donor uses such a response, it proves that the donor is willing to help the beneficiary. In English, “Not at all”, “Don’t mention it”, “It’s nothing” are also used as responses. Compared with Chinese language and culture, most of the Chinese responses are in the form of negation or refusal of the other party’s thanks, such as “No thanks”, “Don’t dare to be”, “Where, where” and other forms of responses highlighting that the responder reduces the degree of things, that is, to respond with modest or implicit language. If treat a guest to have a meal, tell the other party “the reception is not good, please be more tolerant.”. In English, the use of acknowledgment response as a kind of modest language is very rare, even not applicable, because for people with English cultural background. It is not modest, but it does not help nor has little effect. For example, when a speaker gives a speech, he is favored by the public and responds to the audience with “unworthy and not too good”. In fact, the Chinese people know the strength of the speaker and can understand his strength. But people in English speaking countries wonder why a person with no strength can speak in public.

5. HOW TO GIVE THANKS AND RESPOND APPROPRIATELY IN INTERCULTURAL ENGLISH COMMUNICATION

In the process of studying the similarities and differences between Chinese and English expressions of thanks and responses, it is very important to be appropriate in cross-cultural English communication. To do a good job in cross-cultural communication is to be familiar with the

similarities and differences between Chinese and English expressions of thanks and responses, the cultural similarities and differences of both sides, and the integration of Chinese and English cultural values.

5.1. Be Familiar with the Similarities and Differences between Chinese and English Expressions of Thanks and Responses

There are some differences in values between Chinese and English nations. They have been deeply impressed by their own culture, so they will have certain strangeness to the external culture. In cross-cultural communication, the two sides of communication should pay attention to the differences of communication language caused by the differences in culture and customs, so as to avoid unnecessary conflicts. The differences in ideas and languages have risen to a “cross-strait boundary”. Only when the “cross-strait boundary” is infinitely close to each other until a balanced exchange point acceptable to both sides can the barriers to language communication be reduced. Based on the above, in the comparative study of Chinese and English expressions of thanks and responses, the same points as “Thank you”—“You are welcome” are very common in cross-cultural communication. In English speaking countries, for example, “thanks” can be used as a

response to greetings, but there is no similar expression in Chinese. It can be seen that the similarities and differences between Chinese and English expressions of thanks and responses play an important role in reducing language barriers in cross-cultural communication.

5.2. Be Familiar with the Culture, Customs and Language Differences between the Two Sides.

Deng Yanchang and Liu Runqing pointed out that learning a language and learning its culture are inseparable[9]. Chinese usually pays more attention to politeness, and its forms are complex and diverse, while English is generally relatively concise, and cultural differences are the reasons for these differences. Language globalization has made cross-cultural communication a general trend. Thanks and responses, as important components of politeness, play an important role in cross-cultural communication. In the process of cross-cultural communication, we should be familiar with each other’s culture, customs and habits so as to enhance mutual friendship. The following table 1 shows the differences between Chinese and English expressions[10].

Table 1 The differences between Chinese and English expressions

| Chinese Expressions | English National Expressions |
|---------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Tend to express implicitly | Tend to be straightforward |
| Emphasize the artistic conception of “only can be understood but can’ t be expressed” | Emphasize to speak frankly and don’ t like to beat around the bush |
| Writing or speaking tends to be circuitous and tactful | Use a straightforward way to write or speak |
| Preference for curvilinear or circuitous reasoning | Preference for linear reasoning |

5.3. Integrating Chinese and English Values

Each culture has done this and continues to do it in its own way, but we can identify some similar values in the practices of various cultures[11]. Although different countries, different wording, but each culture essence is worth our in-depth study, learning from and learning. Nowadays, some English words such as “Gong Fu” and “Jiaozi” are transliterated from “Kung Fu” and “Jiaozi”. There are many examples. Therefore, cross-cultural communication between the two sides is conducive to the evolution of Chinese and English expressions. Learning “Confucianism” has become a fashion in English speaking countries. Different language values hold the same or opposite beliefs, and different beliefs may have common expectations. These factors promote us to the other side of communication. Integration and rational use of different cultural values (including Chinese and English values) is the ultimate goal of diversified communication and

communication in the world. Etiquette culture and customs include the communication of thanks and responses, which is also the ultimate effect of culture and communication.

6. CONCLUSION

The author mainly studies the similarities and differences between Chinese and English thanks and their responses. From the similarity and difference of the two, it is subdivided into occasion object, expression mode and purpose function. Before we can understand the appropriateness of the expressions of thanks and responses, what we need to do is to understand the similarities and differences between Chinese and English expressions of thanks and responses, as well as the cultural, customary and linguistic differences between the two sides. Cross cultural communication brings the boundary between Chinese and English closer, and the author analyzes the similarities and differences between Chinese and English

expressions of thanks and their responses, which helps to integrate their cultural values and narrow the cultural gap between Chinese and English communication. The exploration of Chinese and English culture is conducive to national development, the convergence of language evolution, and the exchange of historical beliefs. The similarities and differences between Chinese and English expressions of thanks and their responses are also covered in the mystery of exploring the cultural value of Chinese and English languages.

ACKNOWLEDGMENTS

This paper is funded by Wenzhou University Oujian College Student Research Project 2020.

REFERENCES

- [1] Norrick N. R. 1978 *Expressive Illocutionary Acts J. Journal of Pragmatics* pp. 277-291. DOI: <http://www.doc88.com/p-9374464401468.html>
- [2] Rubin J. *The use of thank you, the Sociolinguistics colloquium, TESOL Convention, Toronto, Canada, 1983, pp 88. DOI:* <http://www.doc88.com/p-8866426262047.html>
- [3] Coulmas F. *Poison to Your Soul Thanks and Apologies Con-trastively Viewed M / / Coulmas F. Conversational Routine. Mouton The Hague 1981, pp. 70-92. DOI:* https://xueshu.baidu.com/usercenter/paper/show?paperid=1d080a30jy1c0xw0nm5x0p20f5763885&site=xueshu_se
- [4] Du, Xuezheng 2012 *Comparison of cultural customs between China and Britain (English speaking countries)*. Beijing: foreign language teaching and Research Press pp. 110-113.
- [5] Aijmer, K. *Conversational Routines in English*. London: Longman, 1996. DOI: https://xueshu.baidu.com/usercenter/paper/show?paperid=c4bae3aa44edb79a95dd76cd3f61d0d8&site=xueshu_se
- [6] Larry A. Samovar, Richard E. Porter, Edwin R. McDaniel; *cross cultural communication*, edited by Dong Xiaobo. Beijing: Peking University Press, 2012 pp.34.
- [7] Yang, Wenhui. “*an analysis of the cross-cultural pragmatic situation and the meaning of thanks in politeness cognition*”, foreign language teaching, Guangzhou (5) 2019 pp.31. DOI: 10.16362/j.cnki.cn61-1023/h.2019.05.006
- [8] Hinkel, E. 1994. *Pragmatics of Interaction: Expressing Thanks in a Second Language* [J]. *Applied Language Learning*, 5(1): 73-91. DOI: https://xueshu.baidu.com/usercenter/paper/show?paperid=1c3074eb21218f9cac166b8ce2e750c9&site=xueshu_se
- [9] Deng, Yanchang. Liu, Runqing. 1989. *Language and culture* [M]. Beijing: foreign language teaching and Research Press pp.181-189.
- [10] (USA) Deborah, Valentine. SANA, Reynolds. edited by Wu, Ying. *Dealing with foreign colleagues is enough*. Beijing: People’s Posts and Telecommunications Press, 2010 pp.31.
- [11] Davis, Linell. *A guide to Chinese and Western culture*. Beijing: foreign language teaching and Research Press, 2001, pp. 187.