

## ABSTRACT

This dissertation explores the use of English for oral transactional communication as a case study of financial office personnel, Assumption University, Thailand during the academic year 2015-2016. The Financial Office has an important role to play in terms of internal and external organization of the university. Therefore, English communication skills are required for contact between the front desk staff and students for such areas as tuition payment, certificate and recommendation letter. This case study aimed to identify the use of language(s) for communication between staff and student and to assess possible solutions to help staff improve their English communication skills.

The conversation transcriptions were collected as the data for analyzing; these conversations were analysed by adapting from CANCODE corpus model focusing on spoken discourse analysis. The main issue was on the use of language for both L1 and L2 in the process of conducting service as front desk personnel. The recordings were transcribed from oral into written form. By analyzing each transcription in detail, it revealed the flow of transactional discourse beginning with the movement of conversation as an interaction between speaker and listener as verbal and nonverbal communication.

Finally, transactional discourse represented how staff used English and Thai for communication and the process of translanguaging illustrated how language is used in transactional activities, it is not two separate language codes that are being used but a single underlying form of 'languaging'. The use of translanguaging seems to help the officers overcome certain difficulties in communication when faced with the transactional interaction required in their job. On the other hand, the lack of ability to explain financial technical term to the students lead to misunderstandings in the conversation.