



AECC ENGLISH A

B.A. PROG
SEMESTER II
SECTION A



DIALOGUE WRITING

- What is a dialogue?
 - It is a conversation which takes place between two or more participants. There may or may not be a prescribed theme/context/scenario for a dialogue to happen.
 - It can be formal or informal. The duration of a dialogue depends upon the nature of the topic.
 - Friends may end up chatting for hours whereas a conversation between a customer care executive and a customer is most likely to last for 5 minutes.



How to Start Writing Dialogues

- ▶ You don't have to learn dialogue writing. Just imagine and use your own experiences in a creative way.
- ▶ Imagine two characters A and B who are supposed to strike a conversation in a given context.
- ▶ Prepare a layout for the talk. Write down all the points roughly. The outline should be as follows:
 - Beginning- exchanging basic courtesy, asking about well being
 - Middle- coming to the point, talking about the issue
 - End- concluding with assurance/open ended argument



Example 1: Customer Care Executive and Ms. A


- ▶ CCE: Good morning Ma'am. How can I help you?
- ▶ Ms. A: Hi. I purchased this handset last week from your showroom. It has certain issues.
- ▶ CCE: Sure ma'am. Do you have a stamped bill of this purchase?
- ▶ Ms. A: I am afraid I have lost it. Is there any other way to verify it?
- ▶ CCE: What was the mode of payment for this?
- ▶ Ms. A: I used my credit card to pay for this. Let me check for messages. Yes, there is a confirmation from the bank. Can it be used instead of bill?
- ▶ CCE: Of course ma'am. Tell me the reference number. I will get the details
- ▶ Ms. A: It's HDCB8742.

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- ▶ CCE: Yes ma'am. I have the details. You bought an iphone 11 Pro from us last week.
- ▶ Ms. A: Yeah. The screen has major fluctuating issues and the sound is blurred at times.
- ▶ CCE: No issue Ma'am. Let me check it. Yeah. It is problematic. Don't worry ma'am. Since it is under insurance, we can replace it. Please fill the form.
- ▶ Ms. A: Thank you so much for your assistance.
- ▶ CCE: You are welcome Ma'am.



More examples for reference:

SITUATIONS (try writing dialogue between):

a. A Receptionist and a Tourist

b. A Teacher and a Student

c. A Shopkeeper and a Customer

d. Traffic Police and a Driver

Tips for effective writing:

- i. Try to think from the perspective of both parties
- ii. Imagine incidents which can bind these people
- iii. Keep a polite and straightforward tone in your dialogue
- iv. Use simple and concise vocabulary
- v. Avoid using open-ended statements
- vi. Do not use complicated sentences



Questions for Practice

- ▶ Your friend has lost his mobile phone. Accompany him to the nearest police station and help him lodge a complaint.
- ▶ You want to go for a one day trip with your friends. Convince your parents for the same.
- ▶ Your friend thinks that destiny is everything and refuses to work hard. Try to change his perspective.
- ▶ Write a dialogue between a politician campaigning for himself and a common man who is concerned about local issues.