

## The Use of Emoticons in Polite Phrases of Greeting and Thanks

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**Abstract :** This paper shows the connection between emoticons and politeness in written computer-mediated communication. It studies if there are some differences in the use of emoticon between Czech and English written tweets. My assumptions about the use of emoticons were based on the use of greetings and thanks in real, face to face situations. The first assumption, that welcome greeting phrase would be accompanied by positive emoticon was correct. But for the farewell greeting both positive and negative emoticons are possible. My results show lower frequency of negative emoticons in this context. I also found quite often both positive and negative emoticon in the same tweet. The expression of gratitude is associated with positive emotions. The results show that emoticons accompany polite phrases of greeting and thanks very often both in Czech and English. The use of emoticons with studied polite phrases shows that emoticons have become an integral part of these phrases.

**Keywords :** Czech, emoticon, english, politeness, twitter

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