

The Structural and Lexical Features of Official Emails in English and Uzbek Languages

ASHUROVA MUXAYYOXON SANJARBEKQIZI
Andijan, Uzbekistan

ABSTRACT

This study examines the structural and lexical characteristics of official emails in English and Uzbek, highlighting their role in effective professional and intercultural communication. In a globalized digital environment, well-structured emails are essential for building successful business relations. The analysis focuses on key components such as subject lines, greetings, main content organization, closings, and signatures. Findings reveal that while both languages share common structural elements, their cultural and linguistic traditions influence different communication styles. English emails typically emphasize brevity, clarity, and standardized expressions to convey messages directly. In contrast, Uzbek emails often include softer tones, extended politeness strategies, and emotional warmth, reflecting cultural values of respect and courtesy. The study concludes that successful intercultural communication requires not only linguistic accuracy but also pragmatic and cultural adaptation of content. This approach ensures effective message delivery while maintaining professionalism and mutual respect.

Keywords: Official emails, business communication, English language, Uzbek language, intercultural communication, pragmatic adaptation, email structure, linguistic politeness, professional correspondence

INTRODUCTION

In the contemporary era of globalization and digital transformation, the importance of effective professional

communication has grown exponentially. Among the various forms of business correspondence, official email communication holds a particularly significant place due to its efficiency, accessibility, and speed. Well-structured official emails not only facilitate the smooth exchange of information but also contribute to the establishment and maintenance of long-term professional relationships. As modern business environments increasingly rely on digital platforms, the ability to compose clear, concise, and culturally appropriate emails has become a critical skill for professionals across diverse fields.

Despite the universal nature of email as a communication tool, its linguistic and pragmatic features vary considerably across different languages and cultures. In this regard, the English and Uzbek languages present an interesting case for comparative analysis. While English emails are often characterized by directness, brevity, and standardized formal expressions, Uzbek emails tend to reflect cultural values of politeness, respect, and emotional warmth, often employing more elaborate formulations.

MATERIALS AND METHODS

This research is based on a comparative analysis of authentic official email samples written in English and Uzbek, focusing on their structural organization, lexical features, and pragmatic functions. The study adopts a qualitative methodology, employing both linguistic and discourse analysis to examine how cultural norms influence professional communication practices in the two languages.

The corpus for analysis consists of 100 official emails, equally divided between English and Uzbek, collected from various professional domains, including business, education, and government institutions. Selection criteria ensured that the emails represented formal communication scenarios involving requests, information exchange, partnership proposals, and official announcements. Personal information and sensitive data were anonymized to maintain confidentiality and adhere to ethical research standards.

The analysis framework is structured around key components of email communication: subject lines, salutations, introduction of purpose, organization of main content, closing remarks, and signature formats. Special attention is given to identifying the use of politeness strategies, cultural-specific expressions, and standard formulaic language in each language.

In addition, the study applies Roman Jakobson's communication model to analyze the roles of the sender (addresser) and receiver (addressee) within the communicative process. Comparative data interpretation focuses on highlighting differences and similarities in the linguistic realization of formality, politeness, and directness.

RESULT AND DISCUSSION

Understanding the similarities and differences in the structures of emails across different languages and cultures plays a crucial role in establishing effective intercultural communication and strengthening international business relations.

In addition to traditional postal correspondence, the following channels are also widely used for business communications:

1. Email (electronic mail),
2. Facsimile (fax) communication,
3. Teletype communication,
4. Telegraph communication.

Among these, email and fax communication are primarily used for resolving urgent matters.

Email, a short form of "electronic mail," is one of the most widespread communication tools offered by modern internet technologies. Due to its high precision and efficiency, email has become a key medium for ensuring effective information exchange in business correspondence. However, it should be noted that the development of electronic communication has not completely eliminated the use of traditional paper-based correspondence, especially in cases where documents must

possess legal validity or require official confirmation with stamps and signatures.

Furthermore, in the modern era, email has evolved into a distinct communicative genre. It represents a third form of communication alongside oral and written speech, functioning actively within a specific communicative environment. Some linguists even discuss the emergence of a virtual linguistic persona in this context.

In fact, the concept of a virtual linguistic persona has already materialized and operates actively. As a result of advancements in digital technologies and the internet, individuals have developed virtual linguistic identities characterized by specific linguistic and communicative features during online interactions. Artificial intelligence and chatbots serve as concrete examples of virtual linguistic personas, offering communication patterns distinct from traditional spoken and written language. For instance, AI assistants such as ChatGPT and others create a virtual communication environment and can respond in styles tailored to user preferences, while voice assistants like Siri, Alice, Alexa, and Google Assistant engage in interactions through voice commands.

Thus, the theoretical assumptions made by linguists regarding the emergence of virtual linguistic personas have already been realized and have become one of the primary directions in contemporary linguistic research.

Email correspondence is regarded as an independent communicative genre, characterized by specific features that distinguish it from other forms of written communication. Studying and analyzing emails also allows for the identification of linguistic and psycholinguistic features of spontaneous written discourse.

This section of the research focuses on the comparative analysis of the structural and lexical characteristics of official emails in English and Uzbek languages. By examining essential elements such as greetings, content organization, tone, and closing phrases, this study aims to explore the cultural and linguistic factors shaping official communication practices in both languages. Additionally, the research analyzes the influence

of cultural norms and communication strategies on the structure of official emails. The findings provide not only theoretical insights for linguists and intercultural communication scholars but also practical recommendations for professionals involved in international correspondence.

Although the structure of official emails in both languages generally resembles that of informal emails, official correspondence strictly adheres to communication etiquette, linguistic politeness norms, and socio-pragmatic conventions.

Renowned business communication expert Shirley Taylor offers some of the best advice on composing effective emails, highlighting the following recommendations:

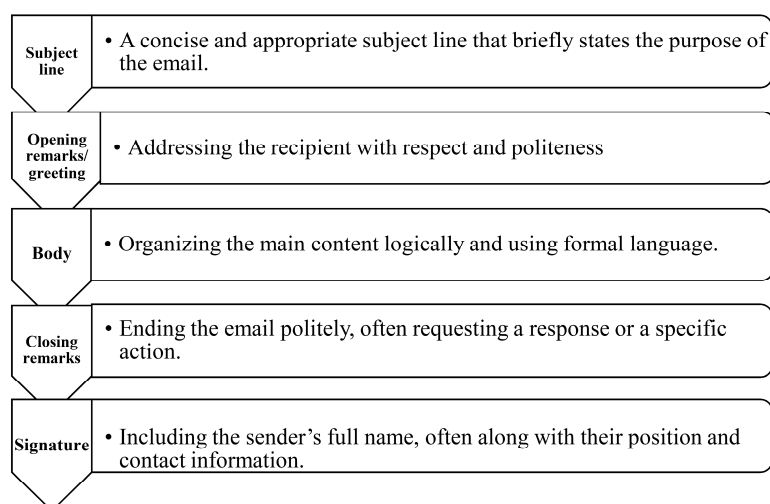
1. Clearly distinguish between modern language and outdated business jargon.
2. Keep messages focused on the main objective while maintaining politeness.
3. Ensure all messages are clear and concise.
4. Consider the recipient's feelings and ensure the tone of your email is appropriate.
5. Follow the three principles of modern business communication: clarity, simplicity, and comprehensibility. These help save time, avoid misunderstandings, strengthen relationships, and create a positive impression.
6. Write in a friendly style, as if engaging in a face-to-face conversation, and use plain language.
7. Ensure your messages are clear, concise, logically structured, and grammatically correct.
8. Remember that the style of business emails should not differ significantly from that of formal letters.

In his doctoral dissertation titled *The Linguo-Pragmatic Aspects of Business Letters (Based on the Material of English and Uzbek Languages)*, R. G. Karimov identifies the following structural components of an email:

1. Recipient's address:
 - a) Username (letters or numbers);

- b) Special character “@” (at symbol);
- c) National domains, e.g., .ru, .eu.
- 2. Subject line;
- 3. Copy options (CC, BCC);
- 4. Email body;
- 5. Sender’s signature;
- 6. Attached files (serving the function of an "attachment" field);
- 7. Date and time of sending and receiving the message.

Based on our research, we have identified five essential structural components of official emails.



Incorporating these elements effectively into the structure of an email significantly increases its efficiency, facilitates easier reading, and enhances the likelihood of receiving a prompt response.

As mentioned earlier, the sender of a letter is referred to as the “addressant,” while the recipient is the “addressee.” According to Roman Jakobson’s well-known communication model, the main participants in the communication process are identified as the “sender” (or “addresser”) and the “receiver” (or “addressee”). Specifically, in written communication conducted

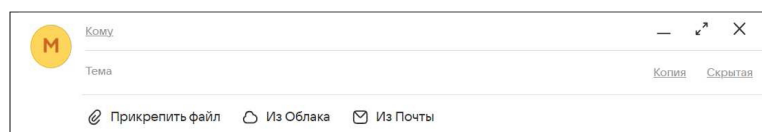
via email, the “sender” is the individual who transmits the message, encoding the information and directing it through the electronic channel to the “receiver,” who decodes and processes the received information. Therefore, in the following sections, we will refer to the sender as Sender (S) and the recipient as Receiver (R) based on this communication model.

Subject line

The subject line serves as the headline of the email and functions as the primary tool for capturing the Receiver’s attention before the body of the message is even opened. Although it may appear as a minor element, its importance should not be underestimated. A clear and concise subject line significantly increases the chances of the email being opened and receiving a timely response.

It is advisable not to enter the Receiver’s email address into the recipient field until the message is fully composed and reviewed. This precaution helps prevent the accidental sending of incomplete or draft emails.

The subject line should be brief and informative, ideally summarizing the content of the email in 5 to 8 words. This approach not only attracts the attention of the Receiver but also encourages a prompt response. It is crucial not to leave the subject line blank, as it plays a key role in the overall clarity and efficiency of the communication. Additionally, the subject line is visually and structurally separated from the main body of the email, further emphasizing its function as an independent communicative component.



Examples:

- ***Mutaxassislikfanidanmalakaviyimtihonnitopshirish:***
Indicates that the Sender (S) is requesting permission to take the qualification exam in their field of specialization.

- **2- bosqichgao ‘tildi!:** Notifies that S has advanced to the next stage of a certain process and encourages the Receiver (R) to provide a prompt response.
- **Jumakungikonferentsiyagajavobberishkerak:** Emphasizes the necessity of responding to an upcoming conference and recommends immediate attention to the email.
- **Proposal for a partnership agreement between U1 university and your institute** – Informs that the email contains a proposal regarding potential collaboration between U1 University and the Receiver’s (R) institution.
- **Thank you for registering! TOEFL iBT webinar** – Expresses gratitude for the Receiver’s (R) registration and aims to provide further information regarding the TOEFL iBT webinar.

In both English and Uzbek, the examples presented above briefly characterize the subject line of each email, helping the Receiver quickly identify which messages are urgent and require an immediate response. The subject line of an email is the first element visible in the Receiver’s inbox and serves as a crucial structural component for effective communication.

Opening remark/greeting

In the context of official email exchanges, selecting an appropriate greeting to express respect towards the Receiver is one of the essential components of communicative etiquette. The chosen greeting should correspond to the content and purpose of the email and also establish the tone for the subsequent communication. Below are some commonly used greetings in official email exchanges:

In English	In Uzbek	Level of Formality
Dear sir/madam,	Hurmatlijanob/xonim,	Highly formal
To whom it may concern,	Kimgataalluqlibo‘lsa, So‘ralganjoyga,	Highly formal
Dear [Title] [Last name], (masalan: Dear professor Smith, yoki dear Dr. Johnson.)	Hurmatli [Lavozim] [Familiya], (masalan: Hurmatli Professor Karimov, yoki	Highly formal

	Hurmatli Doktor Safarov,)	
Dear Mr. [Last name],	Hurmatli [Familiya,ism]	Formal
Dear Ms. [Last name],	Hurmatli[Familiya,ism]	Formal
Dear Dr. [Last name],	Hurmatli Doktor [Familiya, ism]	Formal
Dear professor [Last name],	Hurmatli professor [Familiya,ism]	Formal
Dear team,	Hurmatlihamkasblar,	Formal
Dear [Company/department Name] team,	Hurmatli [TashkilotyokiBo‘lim] jamoasi,	Formal
Hello [First name] [Last name],	Salom, [Ism], [Familiya]	Neutral formal
Hello [Title] [Last name],	Salom, [Ism],	Neutral formal
Good morning [Name],	Assalomualaykum, [Ism/Familiya],	Neutral formal
Good afternoon [Name],	Xayrlikech, [Ism],	Neutral formal

Although the general structure of formal address forms in English and Uzbek languages is similar, there are notable contextual differences in their usage. In English, general address forms such as “To whom it may concern” are widely used, whereas in Uzbek, addressing a specific individual or position is generally preferred. Additionally, in English, expressions like “Dear team” or “Dear [Company/department name] team” are frequently used for group addresses, while in Uzbek, their equivalents are typically expressed as *Hurmatlihamkasblar* (Dear colleagues) or *Hurmatlijamoa* (Dear team).

Moreover, formal correspondence in English typically follows a strict and conventional structure, adhering to standardized communication norms. In contrast, Uzbek formal writing often incorporates culturally warm and sincere expressions such as *Assalomualaykum* or *Xayrli kun* (Good day), which serve to impart a more cordial and friendly tone even within official communication.

These differences arise from the unique cultural characteristics and communicative norms of each language, and

should be carefully selected based on the context of the correspondence. The appropriate choice of a greeting serves as an initial pragmatic component that defines the communicative tone and stylistic orientation for the subsequent development of the message content.

Examples:



When writing to an unknown “Receiver,” expressions such as “To whom it may concern” or simply “Hello” can be used as formal options. However, it is generally preferable to identify the “Receiver’s” name and address them directly whenever possible.

Typically, a comma follows the greeting, though in highly formal situations, a colon may also be used. Most importantly, the greeting should express respect and be appropriate to the “Receiver.”

Careful selection of the greeting not only improves the structural coherence of the email but also increases the likelihood of receiving a relevant and prompt response.

Main body of the email

The main content of the email is usually referred to as the “message body.” This section typically focuses on a single topic or closely related topics. The first step in composing the email should be to clearly state the purpose of the message.

Clearly articulating the objective of the email helps the Receiver understand the context of the communication and facilitates the necessary actions or responses. The purpose of the email can be introduced using the following expressions:

In English	In Uzbek	Purpose
I am writing to inquire about...	<i>Sizgaushbuxatorqalimurojaatqilmoqdaman, chunki...</i>	Requesting information
I am reaching out to discuss...	<i>Sizbilanquyidagi masala yuzasidanbog'lanmoqdaman...</i>	Discussion and exchange of ideas
I am contacting you regarding...	<i>Sizgaquyidagi masala bo'yichamurojaatqilmoqchiman...</i>	Establishing contact, providing information
The purpose of this email is to...	<i>Mazkurxatningmaqsadiquyidagilardaniborat...</i>	Clarifying the purpose
I would like to bring to your attention...	<i>Ushbuxatorqalisizninge'tiboringizniquyidagimasalagaqaratmoqchiman...</i>	Attracting attention
I am writing in connection with...	<i>Sizbilanquyidagi masala yuzasidanbog'lanmoqdaman.</i>	Establishing connection and relevance
I would like to request information regarding...	<i>Sizdanquyidagimasaladama'lumotso'ramoqchiman...</i>	Requesting information
This email serves to inform you that...	<i>Mazkurmurojaatimorqalisizga quyidagixborotniyetkazmoqchiman...</i>	Providing information
I would appreciate it if you could provide...	<i>Sizdanquyidagi masala yuzasidanfikrbildirishingiznis o'rayman...</i>	Requesting assistance
I wanted to follow up on...	<i>Sizgaushbuxatniyo'llashdanmaqsadim...</i>	Follow-up and continuation
I just wanted to check in regarding...	<i>Sizdanquyidagi masala bo'yichaqisqachama'lumotlarniistardim...</i>	Verification and clarification
I hope you don't mind me reaching out about...	<i>Ushbu masala bo'yichasizningfikringiznibilish men uchunmuhim...</i>	Requesting opinions
I'd like to ask about...	<i>Sizdan ... bo'yichama'lumotlarniistardim.</i>	Making inquiries, asking questions
I wanted to bring up...	<i>Sizbilan ... bo'yichafikrilmashmoqchiman</i>	Discussion and expressing opinions
I am writing to you in order to ...	<i>Sizgashunima'lumqilmoqchiman ki...</i>	Defining the purpose, providing information
I am writing to express my...	<i>Sizga ... ifodalamoqchiman.</i>	Expressing thoughts and emotions
I am writing to confirm...	<i>Sizga ... tasdiqlamoqchiman.</i>	Confirmation and clarification

I am writing to draw your attention to...	<i>Sizninge'tiboringgiznishungaq aratmoqchimanki...</i>	Attracting attention
I am writing to enquire whether...	<i>Sizdan ... haqidama'lumotso'ramoqchim an...</i>	Making inquiries, asking questions

Although expressions indicating the purpose of a letter in English and Uzbek serve the same general communicative function, certain structural and contextual differences exist in their usage. In English, such expressions are typically based on standard formulae and are widely used in formal correspondence to clearly state the purpose of the message. Common examples include:

1. I am writing to inquire about...
2. I am writing in connection with...
3. I would appreciate it if you could provide...

In Uzbek, these expressions tend to be more complex and context-dependent. Examples include:

- *Sizgaushbuxatorqalimurojaatqilmoqdaman, chunki...* (I am reaching out to you through this letter because...)
- *Mazkurmurojaatimorqalisizgaquyidagi axborotni yetkazmoqchiman.* .. (Through this letter, I would like to convey the following information...)
- *Sizdanquyidagi masala bo'yichafikr bildirishingizni so'rayman...* (I kindly request your opinion regarding the following matter...).

Expressions in Uzbek often place greater emphasis on capturing attention, expressing respect, and incorporating elements of diplomatic language. Additionally, English formal letters typically begin with direct and explicit statements regarding the main purpose of the communication, while in Uzbek, more polite and softened expressions are preferred to maintain courtesy, such as *Sizdan... so'ramoqchiman* (I would like to request...) or *Sizninge'tiboringizgahavolaqilmoqchiman* (I would like to bring to your attention...). This reflects the greater linguistic and cultural sensitivity inherent in Uzbek written communication.

In general, while the purpose-expressing expressions in English and Uzbek serve the same functional role, their pragmatic application differs based on cultural and linguistic factors. English emphasizes concise and straightforward formulations, while Uzbek tends to employ more extended and polite expressions aligned with cultural norms of respect and courtesy. Therefore, it is crucial to consider not only the meaning but also the cultural and contextual nuances when translating such expressions.

The main body of the email should be clear, logically structured, and written in professional language. It is also advisable to present complex ideas in simple terms to enhance the effectiveness of email communication. If the Sender has not previously communicated with the Receiver, it is recommended to briefly introduce themselves before addressing the main issue.

Emails should be kept as concise as possible, as most recipients prefer reading messages quickly. Avoiding unnecessary details helps deliver the message more effectively. For example, if the Sender (S) needs to request leave due to family reasons, there is no need to provide excessive details. It would suffice to state:

Oilaviymuammosablabirmuddatta'tilolishimkerak.
(I need to take leave for a while due to a family issue.)

If responding to a previous message, it is beneficial to start with an expression of gratitude to maintain a professional and positive tone. For instance:

"Tezkorjavobberganingizuchunrahmat."
(Thank you for your prompt response.)

These expressions contribute to maintaining a positive atmosphere in the correspondence.

Closing remarks

At the end of an official email, it is considered good etiquette to express gratitude and include a polite call to action. This not only

demonstrates respect but also increases the likelihood of receiving a positive response. Below are some common expressions that can be adapted to various situations and contexts:

In English	In Uzbek	Purpose
Thank you for your attention, and I look forward to hearing from you soon.	<i>E'tiboringiz uchun tashakku rvatezoradasizdan xabarkut ibqolaman.</i>	Expressing gratitude and expecting a response
If you have any questions or concerns, please do not hesitate to contact me.	<i>Agar sizdabiron birsavolbo'lsa, iltimos, mengaxabarberishdantorti nmang.</i>	Willingness to communicate and offering
I look forward to the opportunity to work together.	<i>Men siz bilan birgalikda ishlashim koniyatini orziqib kutaman.</i>	Expressing hope for cooperation
Thank you for your thoughts; they are greatly appreciated.	<i>Fikringiz uchun tashakkur.</i>	Expressing gratitude and appreciating opinions
Your prompt attention to this matter is greatly appreciated.	<i>Ushbu masalaga tezda javob qaytarishingizni umid qilaman</i>	Expressing gratitude and valuing promptness
Thank you for taking the time to read my email.	<i>Mening elektron pochta mni 'qishuchun vaqtajratganingiz uchun minnatdorman.</i>	Expressing gratitude and appreciating the time given
Please feel free to contact me if you need any additional information.	<i>Agar sizga qo'shimchama'lumot kerak bo'lsa, men bilan bog'laning.</i>	Willingness to communicate and offering support
I appreciate your understanding and assistance with this matter.	<i>Ushbu masala bo'yicha mening tushunishingizga umid qilaman va yordamingiz uchun minnatdorman.</i>	Expressing gratitude and appreciating understanding and assistance
Thank you in advance for your cooperation.	<i>Hamkorligingiz uchun oldindan rahmat.</i>	Expressing gratitude and hoping for cooperation
I am excited about the opportunity to collaborate and look forward to discussing this further.	<i>Men hamkorlik qilishim koniyatidan xursandman va bundan keyin ham davometishdan xursand bo'laman.</i>	Expressing hope for cooperation and willingness to discuss

Thank you in advance for your assistance.	<i>Yordamingizuchunoldindan minnatdorman.</i>	Expressing gratitude and hoping for assistance
I appreciate your consideration of this request.	<i>Ushbuso‘rovniko‘ribchiqsangizminnatdorbo‘laredim.</i>	Expressing gratitude and valuing the request
I look forward to your positive response.	<i>Ijobiyjavobingiznikutamana.</i>	Expressing hope for a response
I am grateful for your support.	<i>Yordamingizuchunminnatdorman</i>	Expressing gratitude and appreciating assistance
Please let me know if you require any further clarification.	<i>Agar qo‘shimchaizohkerakbo‘lsa, mengaxabarbering, iltimos.</i>	Willingness to communicate and offering help

In official correspondence, the closing expressions used in English and Uzbek languages reflect the communicative principles and cultural characteristics specific to each language. In both languages, these expressions serve key purposes such as expressing gratitude, indicating expectations of a response, demonstrating openness to further communication, and expressing hope for collaboration or assistance.

In English, official letters typically conclude with clear and concise phrases. Expressions such as “Thank you in advance for your assistance, I appreciate your consideration of this request, and I look forward to your positive response” clearly indicate that the Sender (S) expects a reply or action from the Receiver (R) without requiring further elaboration. Additionally, expressions like “Your prompt attention to this matter is greatly appreciated” combine politeness with an implicit request for prompt action.

In contrast, equivalent expressions in Uzbek tend to convey a softer tone and emphasize respect toward the recipient. Commonly used phrases include:

- *Ushbumasalagatezdajavobqaytarishingizni umid qilaman vaminnatdorchilik bildiraman* (I hope for your prompt response to this matter and express my gratitude),
- *Ijobiyjavobingiznikutaman* (I look forward to your positive response),
- *Hamkorligingizuchunoldindan rahmat* (Thank you in advance for your cooperation).

Expressions such as *Tushunganingizvayordamingizuch unminnatdorman* (Thank you for your understanding and assistance) are aimed at eliciting a positive emotional response and fostering a warm, respectful communication atmosphere.

Thus, English correspondence typically concludes with short and direct closing remarks, while Uzbek correspondence tends to employ softer and more respectful expressions. This difference reflects the cultural pragmatics and communicative strategies characteristic of each language. Therefore, in translation, attention should be paid not only to literal lexical equivalents but also to appropriately adapting expressions to the specific context.

Signature

Just as selecting an appropriate greeting is important for establishing effective communication, choosing a suitable signature is equally vital in official email exchanges. The signature serves as a final courteous reminder that reinforces the tone of respect created throughout the message. Moreover, the signature can influence the overall impression formed by the Receiver.

Below are examples of polite and commonly used formal email signatures that can be adapted to various contexts:

English

- Regards,
- Sincerely,
- Thank you again,
- Best wishes,
- Respectfully yours,
- Best regards,
- With appreciation,
- Warm regards,
- Yours faithfully,
- Yours truly,
- Kind regards,
- With gratitude,
- With sincere thanks,
- Cordially,
- Respectfully,

- Yours sincerely,
- Thanking you,
- Have a great day,
- Wishing you all the best,
- Looking forward to hearing from you,

In Uzbek

- Hurmatbilan,
- Samimiyatila,
- Yana birborrahmat,
- Ezgutilaklarila,
- Hurmatvaehtiromila, sizning...
- Yaxshitilaklarila,
- Minnatdorchilikbilan,
- Samimiytilaklarila,
- Sizningsadoqatli...
- Sizning chin...
- Mehribontilaklarila,
- Minnatdorchilikhissibilan,
- Chin dildanminnatdorchilikbilan,
- Do‘stonamunosabatbilan,
- Hurmatbilan,
- Sizningsamimiyhamkoringiz,
- Sizgaminnatdorchilikbildirib,
- Kuningizxayrlio‘tsin,
- Sizgaengyaxshitilaklarbilan,
- Sizdanxabarkutibqolaman,

Email signatures serve as an important indicator of the author’s level of formality, politeness, and gratitude, while also reflecting their intention to maintain respectful communication. A comparative analysis of English and Uzbek email signatures shows that, despite some similarities, there are significant differences in terms of the level of formality, expression of sincerity, and communicative purpose.

In English, signatures such as “regards,” “sincerely,” and “best wishes” are commonly used in both formal and friendly styles. In Uzbek, equivalent expressions include *hurmatbilan* (with respect), *samimiyatila* (with sincerity), and *ezgutilaklarila*

(with best wishes). Both languages thus employ closing expressions that determine the tone and degree of formality.

Gratitude-expressing signatures, such as “with gratitude” and “thanking you” in English, are often used to add politeness and reinforce positive rapport. Their Uzbek equivalents are *minnatdorchilikila* (with gratitude) and *sizgaminnatdorchilikibidirib* (expressing my gratitude to you). While in English, these signatures primarily serve to maintain politeness in formal exchanges, in Uzbek, they often aim to express warmth and emotional sincerity.

Additionally, respect-expressing closing phrases hold a special place in email signatures. In English, expressions like “respectfully yours,” “yours truly,” and “cordially” are used, whereas in Uzbek, these are typically rendered as *hurmatvaehtiomila* (with respect and esteem), *sizning...* (yours...), or *do‘stonamunosabatbilan* (with friendly regards). Such expressions function as discourse strategies to demonstrate high regard for the recipient.

Moreover, both languages feature closing expressions that indicate anticipation of a response. For example, “looking forward to hearing from you” in English is functionally equivalent to *Sizdanxabarkutibqolaman* in Uzbek.

In general, while email signatures in English and Uzbek may have equivalent meanings, their usage, tone, and level of expression vary depending on cultural and linguistic characteristics. English email signatures tend to be concise and formulaic, whereas Uzbek signatures often include more elaborate and warm expressions. Therefore, in translation, not only the lexical equivalents but also the context and the appropriate level of formality must be carefully considered.

CONCLUSION

An analysis of the structural, semantic, and stylistic characteristics of official email exchanges (OEE) in English and Uzbek demonstrates that, while both languages adhere to general principles of formal communication, they each exhibit distinct linguistic and cultural features. The standard components of an

email – subject line, greeting, main body, closing expressions, and signature – are present in both languages, but their specific formulation and application vary according to the communicative norms of each language.

The study shows that English formal correspondence prioritizes brevity, clarity, and directness. In contrast, Uzbek formal emails tend to have a softer tone, placing greater emphasis on politeness, respect, and emotional warmth. For example, the English phrase “I look forward to your response” is rendered in Uzbek as *Sizdanjavobkutibqolaman*, often accompanied by additional polite and respectful language. Differences also appear at the beginning of emails; while English typically uses formal salutations like “Dear Sir/Madam,” Uzbek favors warmer expressions such as *Hurmatlijanob/xonim* (Dear Mr./Ms.) or *Assalomualaykum*.

The subject line plays a key role in increasing the likelihood that an email will be opened, and it is generally recommended to keep it brief and clear. However, subject lines in Uzbek emails are sometimes more elaborate and detailed.

An analysis of closing expressions reveals that English favors standardized phrases such as “best regards” and “sincerely,” while Uzbek often employs warmer and more heartfelt phrases like *Hurmatbilan* and *Ezgulaklarila*. This reflects the Uzbek cultural preference for sincerity and emotional warmth in communication.

The findings of this research highlight the importance of considering not only lexical equivalents but also the pragmatic adaptation of messages according to cultural contexts during translation. Effective email communication requires a deep understanding of linguistic characteristics and careful adjustment of content to suit specific cultural expectations.

Ultimately, despite relying on different cultural and linguistic frameworks, the primary goal of official electronic correspondence in both English and Uzbek is to establish effective and respectful communication. Regardless of the language, adherence to email etiquette fosters positive interaction, strengthens professional relationships, and increases the likelihood of receiving timely responses. Successful

integration of these elements ensures that messages are well-received and supports more effective communication across diverse cultural contexts.

REFERENCES

- Brown, P. & Levinson, S. C. 1987. *Politeness: Some Universals in Language Usage*. Cambridge University Press.
- Crystal, D. 2006. *Language and the Internet*. 2nd ed. Cambridge University Press.
- Holmes, J. 2013. *An Introduction to Sociolinguistics*. 4th ed. Routledge.
- House, J. 2000. Understanding intercultural communication: From business to diplomacy. *Journal of Intercultural Studies*, 21/3, 245-258.
- Jakobson, R. 1960. Closing statements: Linguistics and poetics. In T. A. Sebeok (Ed.), *Style in Language* (pp. 350-377). MIT Press.
- Koller, V. 2008. Business communication and culture. *Discourse & Society*, 19/5, 591-612.
- Taylor, S. 2012. *Model Business Letters, Emails and Other Business Documents*. 7th ed. Pearson Education.
- Trosborg, A. 1995. *Interlanguage Pragmatics: Requests, Complaints and Apologies*. Mouton de Gruyter.
- Yusupova, G. 2020. Cultural specificity in business communication: The case of Uzbek official correspondence. *Uzbek Journal of Applied Linguistics*, 15/2, 110-125.
- Zhang, Y. & Wang, L. 2019. Pragmatic strategies in English business emails: A cross-cultural perspective. *Journal of Language and Intercultural Communication*, 19/1, 55-70.

ASHUROVA MUXAYYOXON SANJARBEKQIZI

PHD STUDENT,

ANDIJAN STATE INSTITUTE OF FOREIGN LANGUAGES,

ANDIJAN, UZBEKISTAN.

E-MAIL: <MOHINABONU9414@MAIL.RU>