

COMPARATIVE ANALYSIS OF THE STRUCTURE OF FORMAL EMAILS IN ENGLISH AND UZBEK

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Abstract. This article is dedicated to the comparative analysis of formal email structures in English and Uzbek. By examining key elements such as greetings, content organization, tone, and closing remarks, the study emphasizes the cultural and linguistic features that shape formal communication practices in these two languages.

Key words: electronic communication, subject line, opening remark, greeting, main body, closing remark, signature.

Introduction

In professional and formal contexts based on electronic communication, effective interaction often depends on the ability to compose well-structured emails. In today's globalized world, understanding the differences and similarities in email structures across various languages and cultures plays a crucial role in strengthening intercultural connections and business relationships.

In both English and Uzbek, the structure of formal emails does not fundamentally differ from informal ones; however, formal emails are more refined and adhere to specific etiquette rules. Typically, a formal email includes the following elements:

- **Subject Line:** A concise and appropriate title summarizing the purpose of the email.
- **Opening Remarks/Greeting:** A formal introduction that addresses the recipient respectfully and politely.
- **Main Body:** The primary content, structured logically and presented using formal language.
- **Closing Remarks:** A polite and clear concluding statement that often includes a request for action or response.

- **Signature:** Usually contains the sender's full name and often includes their professional title or contact information.

Carefully integrating these elements enhances the effectiveness of formal emails, making them easier to read and increasing the likelihood of receiving a prompt response.

Subject Line

The subject line serves as the headline of the email and plays a crucial role in capturing the recipient's attention. Although it may seem like a minor detail, its importance should not be underestimated. A clear and precise subject line can significantly improve the chances of the email being opened and receiving a timely response.

The subject line should also be clear and concise, ideally conveying the content of the email in just 5 to 8 words. This not only captures the recipient's attention but also encourages a timely response. It is essential to always fill in the subject line to avoid sending emails without a subject. This line is placed separately from the main body of the email.

Examples:

- *Mutaxassislik fanidan malakaviy imtihonni topshirish.* This subject line indicates the sender's request for permission to take the exam in their specialized subject.
- *2- bosqichga o'tildi!* This subject line informs the recipient that the sender has moved on to the next stage of a specific process and encourages them to respond promptly.
- *Juma kungi konferentsiyaga javob berish kerak.* This subject line highlights the importance of responding to an upcoming conference and urges the recipient to open it promptly.
- *Proposal for a partnership agreement between U1 university and your institute.* This subject line indicates that the email contains a proposal regarding a potential partnership agreement between U1 University and the recipient's institute.

- *Thank you for registering! TOEFL iBT webinar.* This subject line expresses gratitude for the recipient's registration and informs them that the email is related to the TOEFL iBT webinar they signed up for.

Each of these examples provides the recipient with a brief description of the email's subject, helping them identify which messages are more important and require prompt attention. The subject line is the first element visible when the message arrives in the recipient's inbox, making it a crucial component for effective communication.

Greeting

Selecting an appropriate formal email greeting to show respect to the recipient is crucial. The chosen greeting should align with the context and purpose of the email, setting the tone for the rest of the communication. Below are commonly used formal email greetings:

- | | |
|---|---|
| • <i>Dear Mr./Ms./Dr./Professor [Last Name],</i> | • <i>Hurmatli, doktor/professor [familiyasi],</i> |
| • <i>Good morning/afternoon [Recipient's Name],</i> | • <i>Xayrli tong/oqshom [oluvchining ismi],</i> |
| • <i>To whom it may concern,</i> | • <i>So 'ralgan joyga; tegishli bo 'lgan shaxsga,</i> |
| • <i>Hello,</i> | • <i>Salom,</i> |
| • <i>Hello [Recipient's Name],</i> | • <i>Salom [oluvchining ismi],</i> |

Choosing the right greeting is essential, as it establishes the initial tone for the remainder of the message.

Examples:

- For official matters, "Dear Sales Manager...", "Hurmatli Sotuv Menejeri..." would be appropriate.
- When writing to a potential employer about job opportunities, "Dear Ms. Smith...", "Hurmatli S.Rasulovich..." is suitable.
- When contacting a client you've previously met, "Good morning, Sarah...", "Hayrli kun, hurmatli mijoz" can be used.

- To maintain a slightly informal tone while communicating professionally, “Hello, Alex...”, “Salim, Dildora...” is acceptable.

If the recipient is unknown, phrases like “To whom it may concern” or “Hello” serve as formal options. However, it is always preferable to identify the recipient's name and address them directly whenever possible.

Typically, a comma follows the greeting in emails. However, a colon may also be used in highly formal settings. The key is to ensure that your greeting remains respectful and appropriate for the intended audience.

By carefully selecting an email greeting, not only can the message be better structured, but the likelihood of receiving a prompt and relevant response can also be increased.

Main Body of the Email

The main content of an email is often referred to as the "email message." It typically focuses on a single topic or a set of closely related subjects. The first step when composing an email is to clarify the reason for your correspondence.

Clearly stating the purpose of the email helps the recipient understand the context, making it easier for them to provide assistance or respond appropriately. The objective of the email can be introduced using phrases such as:

- | | |
|--|---|
| • <i>I would like to inquire about...</i> | • <i>Men ... so‘ramoqchiman.</i> |
| • <i>I am writing to express interest in...</i> | • <i>Men ... qiziqishimni bildirish uchun</i> |
| • <i>I am reaching out to...</i> | <i>yozyapman.</i> |
| • <i>I hope to clarify...</i> | • <i>Men ... aniqlik kiritishga umid qilaman.</i> |
| • <i>I would like to confirm the details...</i> | • <i>... tafsilotlarni tasdiqlamoqchiman.</i> |
| • <i>I am looking for additional information on...</i> | • <i>Men ... qo‘shimcha ma’lumot qidirypman.</i> |

If the sender has never previously communicated with the recipient, it is advisable to briefly introduce oneself before addressing the main point.

Closing

The closing of a formal email serves as a section that requests action and expresses gratitude to the person sending the email. Striking a balance between making a

request and using polite language is generally considered good practice. This not only shows courtesy but also increases the likelihood of receiving a positive response. These phrases can be tailored to different situations and the specific context of the email. Below are some examples you can use:

- *Thank you for your attention, and I look forward to hearing from you soon.*
- *If you have any questions or concerns, please do not hesitate to contact me.*
- *I look forward to the opportunity to work together.*
- *Thank you for your thoughts; they are greatly appreciated.*
- *Your prompt attention to this matter is greatly appreciated.*
- *Thank you for taking the time to read my email.*
- *Please feel free to contact me if you need any additional information.*
- *E'tiboringiz uchun tashakkur va tez orada sizdan xabar kutib qolaman.*
- *Agar sizda biron bir savol bo'lsa, iltimos, menga xabar berishdan tortinmang.*
- *Men birgalikda ishlash imkoniyatini orziqib kutaman.*
- *Fikringiz uchun tashakkur.*
- *Mening elektron pochtamni o'qishga vaqt ajratganingiz uchun minnatdorman.*
- *Agar sizga qo'shimcha ma'lumot kerak bo'lsa, men bilan bog'laning.*
- *Hamkorligingiz uchun oldindan rahmat.*
- *Men hamkorlik qilish imkoniyatidan xursandman va bundan keyin ham davom etishdan xursand bo'laman.*

Just as the opening sets the tone for the entire conversation, the closing also plays a crucial role in leaving a lasting impression and paving the way for future communication.

Signature

Just as selecting the appropriate greeting sets the foundation for effective communication, choosing the proper formal email signature is equally important. The signature serves as a final note that supports the respectful tone established throughout the message. It can also influence the impression the recipient forms from the email. Examples:

- *Regards,*
- *Sincerely,*
- *Thank you again,*
- *Best wishes,*
- *Respectfully yours,*
- *Best regards,*
- *With appreciation,*
- *Hurmat bilan,*
- *Yana bir bor rahmat,*
- *Ezgu tilaklar ila,*
- *Hurmat va ehtirom ila, sizning...*
- *Yaxshi tilaklar ila,*
- *Minnatdorchilik bilan,*
- *Samimiyat ila,*

When formatting your email signature, there are certain best practices to follow. Always begin the signature with a new paragraph that includes the sender's name and surname. In formal communications, it is recommended to include both the first and last name in the signature. If the email is being sent on behalf of an organization, the organization's name should appear beneath the sender's name. Adhering to these guidelines ensures that the email remains professional and polite from start to finish, ultimately increasing the likelihood of receiving a positive response.

Conclusion

In conclusion, when preparing formal and professional emails in both of the languages compared, special attention must be given to structuring the content clearly and respectfully. The key components of a formal email include a concise subject line, appropriate salutation, a clear and organized main body, polite closing remarks, and a professional signature. Each of these elements plays a crucial role in effectively conveying the message while maintaining a respectful tone. Whether in English or Uzbek, adhering to proper email etiquette enhances positive communication, fosters business relationships, and increases the likelihood of receiving prompt responses.

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