

**BASIC LINGUACULTURAL FEATURES OF PHONE CONVERSATION IN ENGLISH AND UZBEK.**

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**Introduction:** It is impossible to imagine the life of a fashionable person without a phone. Communicating by phone has become one of the necessary need and an important component of one's personal and business life. The phone provides a continuous and fast exchange of information at any distance and at any time. Studies show that up to 25% of working time is spent on business telephone conversations, and in 90% of cases the telephone is the main working tool. Phone conversations can have different purposes, such as personal, professional, or informational. Depending on the context and the participants, phone conversations can have different features. Of course, different situations may require different language and etiquette. For example, formal phone conversations may use more respectful and courteous expressions than informal ones. Also, phone conversations may vary depending on the culture and norms of the speakers and listeners. Therefore, it is important to be aware of the context and the expectations of the other part when having a phone conversation in English. Phone conversation is a term used to describe verbal communication between two or more people using a telephone or a similar device. Phone conversation can have different characteristics and challenges than face-to-face conversation, such as the lack of non-verbal cues, the possibility of interference or distortion, and the potential for privacy or security breaches. Some linguists have studied phone conversation from various perspectives, such as discourse analysis, pragmatics, sociolinguistics, and phonetics. Here are some of linguists who have worked on this topic: Elizabeth Couper-Kuhlen, [1;] Bert Peeters, [10;] Nicholas Evans [7;] etc. are foreign scholars. Russian scholars who worked on linguoculturology are Ivanova C. V., [2;] Maslova V.A. [3;] and etc. Besides, Usmanova Sh, [4; 5;] Usmanov F.F. [6;] are Uzbek linguists who did some research in this field.

**Methods and materials:** It has long been recognized that language is an essential and important part of a given culture and that the impact of culture upon a given language is something intrinsic and indispensable. Whatever people may do when they come together or get in contact with each other, they use language to express or exchange their ideas. In a certain cultural system, every speech act, in this way or that, is affected by the culture. Though every person has his/her own style of speaking, the people living in the same culture certainly reveal a lot of similarities in the speech styles, and these differences are grown out of their cultures. This helps us distinguish one culture from another and helps a better intercultural communication. Being conscious of this, the different speech styles in English culture and Uzbek culture are to be analyzed. English people grow up in their "European Dream", the equality of opportunity and competition, material wealth and self-reliance, among which self-reliance is emphasized. [9; p. 93] In addition to the above, it can be said that linguoculturology is a field that directly and indirectly deals with the nation and its values, and this, of course, is reflected in its language. [9; p. 93]

The invention of satellite system may help to create a great possibility of distance conversation. Mobile phone production was a dominant reason for establishing set of opportunities to communicate from different part of the world at the same time. When people

began making conversation via voice calls, it was founded as a miracle. Sooner face to face conversation became a common type of conversation that the people not only talk but also share their emotion by seeing each other. Step by step, a great range of messengers were appeared and universal system of emojis were made. People use such signs in order to express their feelings in written conversations.

**Discussion:** Talking on the phone requires a person to have a conversational style and specific vocabulary that is usually used depending on the type of conversation. There are many cultural dissimilarities in the communication styles of nations with different cultures. According to some sources, there are several aspects that differ between two cultures, such as the topic of conversation, the way of addressing, and the greeting expressions. [8; p. 492]

For example: Uzbek people usually address each other by their first names or by their titles and surnames in formal situations in English “Ms” or “Mrs” (unknown woman) and “Mr” (for male responder) abbreviations are used. In informal speech Uzbek people may call the female responder as “opa” and male as “aka” but English people also use first names or titles and surnames in different contexts, but they may also use nicknames or diminutives to show familiarity or intimacy. For example, they may call someone “mate”, “buddy”, “pal”, “love”, “darling”, etc.. Here are some more examples:

**Answering the phone (formal):**

English	Uzbek
Hello? Serena speaking (caller unknown)	Assalomu alaykum! Operator sizni eshitadi (telefon qiluvchining kimligi nomalum)
John Sayles speaking. Who is calling, please? (caller unknown)	Assalomu alaykum! Ismim Saodat, marhamat o‘zingizni tanishtiring!
Doctor Martin’s office. May I know who is calling, please? (caller unknown)	Assalomu alaykum! Bu Shox Med klinikasi, ismingiz?
Thank you for calling Jeans Plus. Jody speaking.	Qo‘ng‘irog‘ingizdan mamnunmiz, bu men Saodat!
Hello Dr Jones. How can I help you ?	Assalomu alaykum! doktor aka ( tanish bo‘lgan shifokor), qanday yordam berolaman

**Introducing yourself:**

English	Uzbek
Hey George. It’s Lisa calling. (informal)	O‘rtoq yaxshimisan? Men Sarvarman. (norasmiy)
Hello, this is Julie Madison calling.	Assalomu alykum! Men maktab kotibasi Saodat Urinboyevaman.
Hi. It’s Angelina from the dentist’s office here. (informal)	Salom! Bu men Angelina, tish doktordan telefon qilyapman. ( norasmiy)
Hello Sayoko. This is Alan calling from Big Boyz Autobody.	Assalomu alykum! Ismim Said. Sizni avtosalondan bezovta qilyapman.

**Asking to speak with someone:**

English	Uzbek
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Hi. Is Nina there? (informal)	Assalomu alykum! Nigina uydami? (norasmiy)
Can you put Michael on? (informal)	Murod bilan ulab berolasizmi? (norasmiy)
Can I talk to Josef? Tell him Marilyn's calling. (informal)	Yusuf bilan gaplashsam bo'ladimi? Malika telefon qilyapti deb aytvoring. (norasmiy)
May I speak to Mr. Green in the accounting department, please?	Assalomu alykum! Hisob bo'limidagi Rasulov bilan qanday bog'lansam bo'ladi?
Good morning. Is Dr Martin available, please?	Assalomu alykum! Hallokova Dilrabo opa tish shifokori ishga kelganmi?

However, culture is a unique feature that belongs to every nation itself. Different language means different culture. [4; p. 52] To analyze any feature of more than one languages always demands to compare and find out both similarities and dissimilarities at the same time. Some words may be available in various languages but sometimes mean differently.

**Results:** The communicator perceives the linguistic landscape of the world around him on the basis of general notions, expressions, empirical knowledge of the socio-cultural group to which he belongs, and as a communicator begins speech activity on the basis of basic notions interrelated with the cultural meaning of information. In this context, linguoculturological principles aim to study language as a product of cultural consciousness, an important component of it and a condition of existence, as a factor in the expression of concepts formed in cultural consciousness. As far as man grows up in a native language environment that preserves the system of national and cultural values, he enters the world of national culture as a person. [12; p. 549]

In comparison it is already noticeable that in some cases Uzbek people's phone conversation are more polite such as greeting, opening statements. Uzbek people always begin both formal and informal conversations with *assalomu alaykum* (peace be upon you) and the answer will of course be *vaalaykum assalom* (you too). However, in other situations like making a request, asking for someone English people communicate more graciously as they always use "please" very often. Unlikely, in Uzbek phone conversations only in formal ones the word "iltimos" (please) is used. Traditionally, Uzbek people do not like so redundant language unlike other nations. In English culture the speech may become more courteous if they use flattering, as they always say *thank you, it would be better, would you mind, with pleasure, I'm sorry, unfortunately, pity* and etc. in daily communication.

#### Conclusion:

Phone conversation is a term used to describe a verbal communication between two or more people using a telephone. Phone conversation can be a convenient and efficient way to communicate with others, especially when distance or time constraints are involved. However, phone conversation also has some limitations, such as the lack of non-verbal cues, the possibility of interference or distortion, and the potential for privacy or security breaches. It was explored in the article that a different language is a different culture, so there is always a necessity to explore both similar and dissimilar features of compared languages. Besides, language is dynamic it is always in progress. In such cases, the new terms are appearing day after day. But the culture was already shaped enough, that's why, the linguists have to link the changes in languages with culture. In this article, we have discussed about linguacultural

aspects of phone conversation in English and Uzbek, as well as some suggestions and etiquette to improve phone conversation skills. We hope that this article has helped you to understand the dynamics and challenges of phone conversation in English and Uzbek, and to enhance your linguistic and intercultural competence.

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