

Ayvazyan Naira

Yerevan State University

naira.ayvazyan@ysu.am

LINGUISTIC FEATURES OF BUSINESS CORRESPONDENCE

ABSTRACT

The aim of this article is to study and analyze the linguistic features of business correspondence from stylistic, lexical and grammatical perspectives.

Each field of life and activity has certain linguistic features that can make it stand out and at the same time differ from others.

Currently, business occupies its unique place in public life, and it is notable that the representatives of the sector carry out their activities thanks to the use of special tools, including certain professional skills as well as business vocabulary.

In today's technology-rich era, written communication has become the main means of business communication.

It is important to note that a document of any nature with a precise structure and competent content is one of the most important components of business communication.

Keywords: *linguistic features, business correspondence, business papers, legal documents, personal letters, official letters, contracts.*

РЕЗЮМЕ

ЛИНГВИСТИЧЕСКИЕ ОСОБЕННОСТИ ДЕЛОВОЙ КОРРЕСПОНДЕНЦИИ

Целью данной статьи является изучение и анализ языковых особенностей деловой корреспонденции со стилистической, лексической и грамматической точек зрения.

Каждая сфера жизни и деятельности имеет определенные лингвистические особенности, которые присущи только данной области и делают её специфической в языковом плане.

Как известно, в настоящее время бизнес занимает свое уникальное место в общественной жизни и потому, письменное общение в сфере бизнесе становится основным средством делового общения.

Важно отметить, что документ любого характера с четкой структурой и грамотным содержанием является одной из важнейших составляющих делового общения.

***Ключевые слова:** лингвистические особенности, деловая корреспонденция, деловые документы, юридические документы, личные письма, официальные письма, контракты.*

ԱՄՓՈՓՈՒՄ ԳՈՐԾԱՐԱԴ ՆԱՄԱԿԱԳՐՈՒԹՅԱՆ ԼԵԶՎԱԿԱՆ ԱՌԱՆՁՆԱՀԱՏՎՈՒԹՅՈՒՆՆԵՐԸ

Սույն հոդվածի նպատակն է ուսումնասիրել և վերլուծել գործարար նամակագրության լեզվական առանձնահատկությունները լեզվառճական, տերմինաբանական և քերականական տեսանկյուններից:

Կյանքի ու գործունեության յուրաքանչյուր բնագավառին բնորոշ են որոշակի լեզվական առանձնահատկություններ, որով այն կարող է աչքի ընկնել և միևնույն ժամանակ տարբերվել մյուսներից:

Ներկայումս գործարարությունը իր ուրույն տեղն է զբաղեցնում հասարակական կյանքում և հատկանշական է, որ ոլորտի ներկայացուցիչներն իրենց գործունեությունն իրականացնում են հատուկ գործիքակազմի կիրառման շնորհիվ՝ ներառելով որոշակի

մասնագիտական հմտություններ, ինչպես նաև գործարար բառապաշար:

Այժմյան նորագույն տեխնոլոգիաներով հարուստ դարաշրջանում գրավոր հաղորդակցությունը դարձել է գործարար հաղորդակցման հիմնական միջոց:

Առանցքային է նշել, որ ճշգրիտ կառուցվածք և գրագետ բովանդակություն ունեցող ցանկացած բնույթի փաստաթուղթ հանդիսանում է գործարար հաղորդակցման կարևորագույն բաղկացուցիչներից մեկը:

Բանալի բառեր՝ լեզվական առանձնահատկություններ, գործարար նամակագրություն, գործնական փաստաթղթեր, իրավական փաստաթղթեր, անձնական նամակներ, պաշտոնական նամակներ, պայմանագրեր:

Business correspondence is a form of written communication intended for business purposes. It is typically inter-organizational, intra-organizational, or between a customer and an organization. Email can be considered a form of business correspondence when used to represent a company or for business purposes. Written communication is important to companies for many reasons. It serves as a formal way to share information while maintaining professional relationships between organizations, employees, and customers. It also serves as a future reference for the submitted information. Business correspondence include all written communications within an organization, both electronic and paper, including personal documents, brief legal documents, personal letters, business contracts, marketing materials, and official letters.

Business communication is very important in trading. This includes inquiries, requests, authorizations, letters of credit, invoices, confirmations, transmissions, Bills of Exchange, customer service letters, personal letters, insurance, declarations, purchase orders, packing slips, shipment invoices, letters of delivery, complaints, responses to the above, etc.

A business letter is a formal written letter sent from one business organization to another business organization. The characteristics of a business letter depend on the message it contains. The main feature of a business letter is to convey a business message from one organization to the other. But here are a number of activities which a business letter does frequently. These include requesting information or equipment, ordering supplies, praising or thanking someone for a job well done, complaining about a job badly done, and responding to someone else's request, order, praise, or complaint. While some of these activities may be accomplished orally or by filling out a form, many of them just require writing a letter.

Writing a good letter is an art. It basically requires a writer to produce a one-sided conversation with the reader. Of course, all writing does this to some degree in that the writer anticipates the reader's questions and provides answers to those questions where the reader might ask them. However, letters differ from most other forms of writing: they are often more personal, even emphasizing the reader/writer relationship with the generous use of such pronouns as I, we, and you. (Sandler, 2008:89)

Besides, business letters have a definite compositional pattern, and each letter (irrespective of its type) is constructed according to this pattern. Thus, the usual parts of the business paper are:

1. *Heading.* The heading, which includes the sender's name, postal and telegraphic addresses, telephone number as well as reference titles of the sender and recipient, is printed at the top of the notepaper.
2. *Date.* The date should always be printed in the top right-hand corner in the order: day, month, year, e.g. 21st May, 2004 (21/5/04). Another order is usually employed in the United States: May 21st, 2004 (5/21/04).
3. *Name and address, i.e. the inside address or the direction.* The inside address is typed in three, four or more lines whichever is necessary, either at the beginning of the letter, or at the end, e.g., Messrs. Adams and Wilkinson, / 4, Finsbury Square, / London, E.C.2., England.

4. *Salutation.* The salutation may be: Sir, Sirs, Gentlemen (never Gentleman), Dear Sirs (never Dear Gentlemen), Madam, Dear Madam (for both married and unmarried ladies), or Mesdames (plural). Dear Mr. or Dear Mister should never be used! Dear Mr. Jones, (Mrs. Brown / Miss Smith) may only be used when the sender is fairly intimate with the person receiving the letter.

5. *Reference.* Underlined heading should look as follows: Re: Your Order No 12345. Re is not an abbreviation of regarding, but a Latin word meaning in the matter. The reference line is optional. It is a number or a series of numbers and letters referring to previous correspondence.

6. *Opening.* If you are hesitating for a phrase with which to commence your letter, one of the following will suit your purpose: In reply / with reference / referring to your letter of; in accordance with / compliance with / pursuance of your order No.; we greatly appreciate your letter of

7. *Body.* The body is the subject matter that should be concise but not laconic. The sentences should not be too long; the whole matter should be broken into reasonably short paragraphs which should be properly spaced.

8. *Closing or the complimentary close.* It usually looks something like this: Yours faithfully /

9. truly / sincerely / cordially (not respectfully as it is too servile). Your obedient servant is used by the British civil service, i.e. by all non-warlike branches of the British state administration. The most appropriate clauses that form a part of the closing are: Awaiting your early reply with interest / hoping there will be no further complaints of this nature / thanking you in advance for any information you can offer.

10. *Stamp (if any) and signatures.* The closing, with the signature following it, is made to slope off gradually so that the end of the signature just reaches the right hand margin of the letter.

11. *Enclosures.* The word enclosure should be written either in full or in its abbreviated form Enc.; usually at the bottom left-hand corner of the letter. (Geffner, 2007:36)

Each of these individual components is as important as anything else that goes into making up a successful letter, and all these formulas contribute to fostering such features as precision, exactness and help to avoid ambiguity, at the same time simplifying and quickening business correspondence.

Yet another type of business correspondence, which has crucial value in business environment is business contracts. The business environment is full of contracts between businesses and individuals. Verbal agreements can be used, but most businesses use formal written agreements when conducting business. Written contracts provide individuals and businesses with a legal document that sets out the expectations of both parties and how adverse situations will be resolved.

Thus, Business correspondence is a tool that helps people in an organization communicate with each other efficiently. It helps an organization transact and maintain good professional relationships with other organizations. It is important to know how to communicate in writing effectively, both in actual letters and via email. Maintaining professionalism, choosing the right words, and being courteous and sincere will make a big impact on your business image.

Stylistic Features of Business Papers

Each type of business correspondence has its own peculiar stylistic features. But they have much in common. Especially it concerns the following stylistic peculiarities, which are shared by all business document texts:

- ✓ high capacity of information;
- ✓ strict logic;
- ✓ clear rhythm of sentences

- ✓ accenting on the main idea with the help of word repetitions;
- ✓ absence of connotational information;
- ✓ a special system of cliches and stamps;
- ✓ usage of abbreviations, conventional symbols and marks;
- ✓ usage of terms in their direct semantic meaning; preferential usage of monosemantic words;
- ✓ division of a text into chapters, paragraphs, points, often numbered (clear compositional structure of a document);
- ✓ usage of definite syntactic models;
- ✓ graphic decoration of a document: quality of paper, quantity and quality of illustrations, size and kind of print. (Burtness, 1985:76)

Besides there exists so called C-qualities, which are the principal characteristics of an effective business message. They apply not only to language but also to tone and content. Building these qualities into the message will help accomplish your objectives. They are the following:

1. Courtesy (the sincere expression of concern, respect and good will)
2. Consideration (being helpful to others with respect and without prejudice, and adapting your language accordingly)
3. Clarity (the exact meaning of every sentence and message you write)
4. Correctness (means that the message must be correct in every detail of the language and content)
5. Conciseness (means using only those words needed to convey your meaning courteously and effectively)
6. Concreteness (a manner of presenting information, that emphasizes exactness and reliability)
7. Completeness (indicates that the unit includes whatever is needed to accomplish its purpose)

The language of business communication is highly literal and is characterized by the use of more precise vocabulary compared to informal communication styles. The text of the document is longer and its clauses

are more grammatically organized, which means a lot of practise for a person who draws up a contract. It is widely believed and expected to enjoy grammatical structures that are Of course, this does not mean that business people must communicate verbally in a formal business style.

Formal business documents should be less humane. It should not emphasize the author's individuality and pay little attention to the personal qualities of those who make use of it. Thus, the speaker should not refer directly to himself or his readers, but avoid the pronouns *I*, *we*, *you*, and it may also be of a difficulty for *a person*.

However, sometimes it is essential to use the so-called "you" perspective. Because using your point of view requires understanding the recipient's point of view. This means that when you compose and send your message, you should take into account above all the knowledge, interests, attitudes and emotional state of your recipients.

To achieve the goals of business communication - comprehension, responsiveness, relationship, and benevolence - senders need to use first-person perspective when making their messages more polite and relevant. Thus instead of saying

e.g. *"We've received your order for a one-year subscription to Investor's Guide."* it is better to say *"Your one-year subscription to Investor's Guide will begin with the February issue."*

or

e.g. *"You can make a \$5 profit on each unit when you buy them for \$10 and sell them for \$15 each."* instead of *"We can sell each unite to you for \$10, and you can change your customers \$15."*

The use of figures instead of words for sums can also create many problems for people. To avoid any possibility of confusion, it is recommended to write sums in both figures and words.

e.g. *The purchase price for the Domain Name shall be Four Million Two Hundred Fifty Thousand Dollars (\$4,250,000.00) (the "Purchase Price"), payable as follows:*

or

e.g. Either party may terminate this Agreement for any reason whatsoever, with or without cause, upon fifteen (15) days' prior written notice to the other party. (Krizan, 1999:95-100)

Abbreviations are very useful because they are written very quickly and are easy to read. However, both parties must know what the acronym stands for. If one of the partners is not absolutely certain that the abbreviations are easily recognized he / she should not use it.

The & symbol, which means "and" in English, is used in terms such as C&F (Cost and Freight) and C&I (Cost and Insurance). However, it is marked with # in the contract text. The symbol N^o is used instead of word number.

In business correspondence is very important to be tactful, that is, not to offend or cause trouble. Sometimes that means obscuring or hiding the truth.

A positive, can-do attitude is one of the most important attributes one can have in business. Possessing that attitude is just the first step; you will want to communicate it to your receivers by selecting positive words and avoiding negative words. A positive word is one that conveys optimism and confidence. Positive words in a message help to achieve the business communication goals of securing the needed response, maintaining the favourable relationship, and gaining good will.

Thus instead of saying "I cannot attend the meeting tomorrow, it would be more appropriate to say "I will not be available to meet tomorrow", or "We will feel your order on December 5" for "The item you ordered is not in stock."

Another problem is that formal English lacks force and vividness. The fact that it is formal means that it relies heavily on arbitrary conventions rather than those of natural language. This is why it is so difficult for non-business people to keep their attention on the content of the document, as their attention is distracted by the use of complex language. Some of them

find long and complex sentences very confusing. Formal English words may sound nice, but they are often difficult to understand. I often have to reread something to confirm its meaning.

One more problem with business documents is that they are read by busy people who usually don't care about their personalities and issues. Considering that one should not waste time trying to impress an employer and get something, some use formal English to avoid unnecessary details about the matter being dealt with, Replace with strict routines. Being as clear and concise as possible without sacrificing clarity is a common feature of all business documents.

Like all other functional styles, striking properties are presented as a system. It is impossible to single out a style by its vocabulary only, recognizable though it always is. The syntactic pattern of style is just as important as vocabulary, but it may not be immediately obvious. Perhaps the most striking of all syntactical features is the pattern of composition of this style variant.

Business letters in English has its own unique style and format. Business letters have a definite compositional pattern, namely, the opening, body and closing, each of which has its own peculiar lexical and syntactical features, which presupposes their stylistic peculiarities.

Each letter begins with a salutation, which may take the following forms.

Dear Mr. Smith

Dear Mrs. Jason

Dear Sir or Madam

Gentlemen

Then it is followed by the opening sentence, the form of which is determined by the nature of the letter. If , for example , it is a letter of complaint, it will be : *I am writing to express my dissatisfaction with ... / I am writing to complain about ...*, or if it is a letter of request it will be: *I*

would appreciate your immediate attention to this matter. / Please let me know what action you propose to take, etc.

The body is the subject matter of the letter and it should be concise but not laconic. The sentences should not be too long. The overall problem should be divided into relatively short paragraphs with appropriate spacing.

After the body comes the closing or the complimentary close, generally accompanied by the following closing sentences: Thank you very much for your cooperation / We would appreciate hearing from you as soon as possible/ Please let us hear from you at once, etc. The choice of the complimentary close depends on the relationship between the partners. For example:

Regards, (for those you already know and/or with whom you have a working relationship)

Sincerely,

Sincerely yours,

Yours faithfully, (in more formal letters)

Yours sincerely, for all customers (Waldvogel J.,2007:33)

The general pattern of a business letter is the following:

November 22, 2001

Bethany J. Cole

Bootbakers of America

4545 Razzen Way

Ft. Wayne, Illinois 45321

Dear Ms. Cole:

I have rescheduled my trip to Ft. Wayne and hope it will be possible for you to meet me on January 22. Would be it possible for me to meet you at your office about 6 o'clock in the evening?

Please let me know if this is convenient for you.

Sincerely'

William Berry

Vice President (Bond, 2005:54)

From the linguistic point of view a contract is a type of a document due to any agreement and a completed document fixing some information. As a type of text, contract has its own specific characteristics. The main features of the style of contract as a type of business official document are:

- steady system of linguistic means in the text of contract;
- lack of emotional colouring;
- decoding character of language;
- usage of a special symbolic system;
- definite syntactic structure (Huseman R., Lahiff J., Penrose J., 1988:73)

Contract style defines some features and techniques of its writing. Writing a contract differs from writing a business letter in several ways: Offers, inquiries, complaints, etc. Some considerations that are important in business letters are not important in contracts. The main difference between them is that each contract is drawn up by two parties and contains information on many subjects. Therefore, all points must be approved by both parties. The contract design has specific requirements that can be clearly defined.

Commercial communications are often plagued by an old-fashioned, pompous style of English that complicates the message and makes the reader feel like they are reading a language they don't understand. Contract language is perhaps the most formal of all types of business correspondence, and the vocabulary of such correspondence is very specific, which is connected with its character and a great number of legal terms, it should not be archaic. It should be clear enough in its meaning.

Lexical Features of Business Papers

The business English's lexis (vocabulary) is different from normal English's lexis and it has its specific features, which can be seen from the following aspects:

Business English is closely related to the special field of knowledge. Therefore, there are a lot of technique terms in business English, such as budget, debt, liquidate, custodian, receiver, liquidator, assignee, trustee, investment, cash flow, limited licenses, solicit, induce, entice, hire, or employ and so on. In order to completely understand the language of business, we should first understand those technical terms. So, to learn business English, we should also learn the related knowledge.

Vocabulary is distinguished not only by the use of special terms, but also by the choice of raised (literal) words and phrases. Form words very often used to achieve formal tone: plausible (=possible); to inform (=to tell); to assist (=to help); to cooperate (=to work together); to promote (=to help something develop); to secure (=to make certain) social progress; with the following objectives/ends (=for these purposes); to be determined/resolved (=to wish); to endeavor (=to try); to proceed (=to go); inquire-(=to-ask) etc.

e.g. This contract can only altered, amended or supplemented in accordance with documents signed and sealed by authorized representatives of both parties.

Here, many formal words such as ***amend, supplement, documents, authorize, representatives*** are used.

The language of business documents differs from other types of official documents by the usage of such lexical units that are typical only to them. For example, we can see the abundant usage of the word “***whereas***” in business contracts. “***Whereas***” means that the parties have been involved in a series of transactions and an accounting dispute has arisen between them.

WHEREAS, the Seller wants to promote and the Buyer wants to buy the Land on the terms and conditions contained on this Agreement.

This is generally followed by a statement now, therefore, which in its turn reinforces above mentioned points.

NOW, THEREFORE, in consideration of the foregoing and the mutual covenants and agreements herein contained, intending to be legally bound, the parties do hereby agree as follows:

Another compound word with the adverb where is “**whereby**”, which means by which and refers to the present contract.

*e.g. We have concluded the present contract **whereby** it is agreed as follows...*

Many compounds are used in business English, which can be rarely seen in other written styles. For example **vacuum-packed**, **encouragement policy**, **company profit**, etc. The use of compound words with adverbs here/there and prepositions is also typical of English formal writing., e.g. **hereby/thereby**, **herewith/therewith**, **hereto/thereto**, **hereon/thereon**, **herein/therein**, **hereof/thereof**, **hereafter/thereafter**, **thereunder/hereunder**, etc. Their meaning consists of the meaning of their constituents, but there is no principal difference between **here-** / **there-** compounds.

*e.g. **Thereafter**, the Employer will have no further obligations to the Executive under this Agreement. (thereafter = from that time)*

*The parties **hereto** have caused this Agreement to be executed by their respective officers. (hereto= to this)*

*The price, specifications, and conditions are satisfactory and are **hereby** accepted. (hereby = as a result of this statement)*

*Except as expressly set forth **herein**, all proceedings under this Section shall be undertaken in accordance with the commercial rules of the American Arbitration Association. (herein = in this document)*

*This Agreement contains the entire understanding of the parties with respect to the subject matter **hereof**. (hereof=of this document) (Donna, 2000:95)*

Among other compound words that are more frequently used in business documents (especially in contracts) is **hereinafter** (=hereafter) which means from this time on, frequently sets up abbreviated names for the contracting parties.

*e.g. JOHN EMER L. SANTOS of legal age.....hereinafter called the Vendor. / DENNIS SANTIAGO TOLENTINO, of legal age.....**hereinafter** called the Vendee.*

(www.lettersample.net)

Yet another compound word, that is more often found in contracts is “**notwithstanding**”, which comes from Middle English **notwithstandinge**, *meaning without being affected by sth/despite sth*, which is generally accompanied by the word foregoing,

e.g. **Notwithstanding**, *this Agreement does not relate to any website content, which shall remain the property of the Seller.*

or

e.g. **Notwithstanding** *the foregoing, no termination of employment by the Executive shall constitute a termination for "Good Reason" unless...*(www.otcmarkets.com/)

The **aforsaid** is a cliché which is more preferable in texts of contracts instead of its less formal equivalents: **the above-mentioned, the above-written, as was written / said before, and the like**.

e.g. *The **aforsaid** documents should contain references...*

In nearly every contract we come across the expressions- **in the event that/ in the event of, meaning in the case of/ if**.

e.g. **In the event** *that such items are not so returned, the Employer will have the right to charge the Executive for all reasonable damages.*

or

e.g. *Either party shall have the right to terminate this Agreement in its entirety **in the event of** a material breach by the other party.* (<https://contracts.onecle.com/>)

“**Subject to**”–is also used in business letters.

e.g. *Because of your company’s excellent credit rating, we now have \$20.000 available for you, **subject to** normal credit requirements.*

or

e.g. *Any performance under this Agreement is **subject to** receipt of all governmental approvals necessary for the performance of this Agreement.*

But prepositional phrases have another meaning. State can be expressed.

*e.g. **Subject to** any legal or governmental requirements of disclosure, the parties will agree in writing on any press release or other public disclosure to announce the transactions contemplated by this Agreement.*

Very few words are borrowed from French, that are used in business documents. The most widespread of them are **force majeure**, which is an essential clause of almost any contract and serves to describe some unpredictable events that may happen to goods while being delivered or other reasons.

*e.g. A Party wishing to invoke **Force Majeure** shall promptly notify the other Party in writing giving details thereof, and of the anticipated effect on this Agreement and of the estimated duration of Force Majeure.*

or

*e.g. Where an event of **force majeure** occurs after the party's delay in performance, the defaulting party shall not be released from its liabilities. (<https://contracts.onecle.com/>)*

The word "**amicably**" meaning friendly is another word borrowed from French, which can be found in business documents.

*e.g. The Parties **hereto** shall use their best efforts to **amicably** resolve any disputes, controversies or differences which may arise between the Parties.*

Of course, there exist some expressions that are especially typical to business documents, which definitely predetermine their specific character. For example "**at will, employment**", which means that the contract of employment can be terminated either by the employer or the employee at any time and for any reason.

*e.g. This "**at will**" employment relationship will remain in effect for the duration of your employment and can only be modified by an express written contract for a specified term.*

or "**full force and effect**"

*e.g. All representations and warranties shall continue in **full force and effect** for eighteen (18) months after the date of this Agreement. (<https://contracts.onecle.com/>)*

Usually people want to specify things underscored in contracts, and the phrase

“including without limitation” indulges the prediction.

*e.g. You may assign any and all your rights **including without limitation** your exclusive British and Commonwealth Rights.*

“Solely on condition that”– it’s one of a few phrases that can be considered better than its short counterparts. Therefore, we can use **only if** as a synonym. Sometimes it works out, but not always.

*e.g. We can accept the goods **solely on condition that** you grant us allowance of...per...*

The word **solely** may be used separately, which is as forceful as used within the phrase.

*e.g. JV shall sell all Products **solely** to the Buyers.*

*e.g. Advertiser's payment obligations hereunder shall be based **solely** upon the tracking provided and maintained by Advertiser or its third party designee.*

(Seglin J., Coleman E., 2002)

In business documents there are other prepositional phrases made up from words. They are complex, and one must be attentive using them. They are the following: **on conditions that; with regard to, on the understanding, in accordance with, in any jurisdiction, upon termination of, on behalf of, in conjunction with, for purposes of, on the occurrence of, in case of, in case that ,etc.**

*e.g. In August you sent me a cheque for \$200 **with regard to** my motor insurance.*

*e.g. **On behalf of** the College of Engineering, Angeles University Foundation (AUF), I would like to invite our colleagues in an International Seminar....*

Special care should be taken while using prepositions. There is a big difference between / *The price has been increased to \$30. The price has been increased by \$30, and The price has been increased from \$30.*

In business documents it is natural to meet the following time expressive means: *per year, per month/monthly, per annum, bi-weekly, etc.*

e.g. *You will be paid **bi-weekly** in the amount of \$10,576.92.*

or

e.g. *The Employer will pay the Executive a base salary of not less than \$200,000 **per year.***

e.g. *You will receive **monthly** newsletters with the latest tax and financial information available. (<https://contracts.onecle.com/>)*

Yet another characteristic feature typical to the language of business documents is the abundant usage of **abbreviations**. Abbreviations can be useful because they are quick to write and easy to read. But both parties need to know what the abbreviations stand for. The abbreviations *c.i.f.* and *f.o.b.*, for example, are recognized internationally as meaning *cost, insurance, and freight* and *free on board*. But can you be sure that your correspondent would know that *o.n.o* means *or nearest offer?*. Some international organizations, e.g. NATO, are known in all countries by the same set of initials, but many are not, e.g. EEC (European Economic Community) and UNO (United Nations Organization). National organizations, e.g. CBI (Confederation of British Industry) and TUC (Trades Union Congress), are even less likely to be known by their initials in other countries. So, if you are not absolutely certain that an abbreviation will be easily recognized, do not use it. The International Chamber of Commerce uses a set of terms for delivery in overseas contracts - these are called ***Incoterms***. (Barnes G., 1994)

Abbreviations of business English have a special system in expression different from the one of daily English. In business English, they are very often used to save space and time. In business English, most abbreviations have the fixed meanings. It may include.

1) International Trade Terms, e.g. *FOB (=free on board)*, *CI F (=cost, insurance and freight)*, *FCA (=free carrier)*, *PTO (=paid time off)*, *NSF (=not sufficient funds)*, *WWW (=World Wide Web)*,

2) International Trade Abbreviations, e.g. *F.A.Q (=fair average quality)*, *D.W.T (=dead weight on)*, *PCT (=percent)*, *FTE (= full time employees)*,

3) Country Codes e.g. *CN (=China)*, *US (=United States)*, *UK (=the United Kingdom)* 4) *International Organizations, e.g. WTO (=World Trade Organization)*,

5) Currency Codes, e.g. *CNY (=Chinese Yuan)*, *USD (=United State Dollar)*.

e.g. Executive shall be eligible to accrue up to 21 days of PTO per calendar year, in accordance with the Company's PTO policy.

Very often Latin abbreviations are used, for example - *et al. (and others)*, *etc. (and so on)*, *e.g. (for example)*, *v.v. (quite the opposite)*, *i.e. (that means)*. Also they use English abbreviations *ltd. (limited)*, *Bros. (brothers)*, *encl. (enclosed)*, *dols. (dollars)*, *etc.*

Grammatical Features of Business Papers

Overall, we can say that the grammar of business documents is fairly simple and formal. the lack of diversity found in all **illegal** documents. These especially refers to contracts, as in comparison with business letters, grammar tenses used in contracts are more confined. However, the most widespread grammar tenses which are used in business papers are the **Indefinite** and the **Perfect** tenses, both in the **Active** and **Passive Voices**.

e.g. The Executive has read through the entirety of this Agreement, prior to signing it. /Most of the monthly purchases have been in the low five-digit figures. (Present Perfect Active)

e.g. Business dealings have been conducted satisfactory during the past six years (Present Perfect Passive)

e.g. Executive represents and warrants to the Company that Executive has returned all property and confidential information belonging to any

prior employer. /Your company's present financial condition partially meets our credit requirements at this time. (Present Indefinite)

e.g. The Seller will have no obligation to make and will not be responsible for any costs of alterations or modifications to such Aircraft. (Future Indefinite).

(<https://isampleletter.com.cutestat.com/>)

Complex analytical forms of the verb, which include the **Continuous** and **Perfect Continuous Tenses**, aren't utilized in contracts in any way. However, they may be sometimes used in business letters. For example.

e.g. Because you paid in advance, we are giving you 3 percent cash discount and we are also paying for shipping and handling.

or

e.g. We are reviewing our accounting records to pay any outstanding invoices before December 5.

or

e.g. For the past six months, we have been purchasing household appliances from you company on a C.O.D basis.

The **Indefinite Infinitive** occurs in contracts in the function of the predicate, expressing obligation and a future action.

e.g. Delivery to commence in six to eight months and to be completed in twelve to sixteen months (to commence – will commence).

Date of shipment to be determined by date of Bill of Lading (to be determined = will be determined).

In each contract there are also constructions with participles.

e.g. The letter of credit is to be valid for 90 days, all bank charges being at the expense of the Buyers.

Here is a construction with **Participle I** where it refers to the noun, which goes before the participle. Such constructions are especially typical to contracts.

Constructions with the **Perfect Participle**, however, are rare in contracts and show an action prior to another one expressed by the predicate.

e.g. We have included in our claim only the cost of material and labor, all other expenses connected with the repair not having been taken into consideration.

(<https://isampleletter.com.cutestat.com/>)

Special care should be taken while dealing with active/passive constructions. It is generally accepted that sentences using the active voice of a verb are more clear, concise, and powerful than sentences with the passive voice. Active is more direct, stronger, and more vigorous than the passive voice. The active voice usually requires fewer words and results in shorter, more understandable sentences. Action verbs have greater effect in the active voice.

e.g. A local company performed the audit. / The audit was performed by a local company.

or

e.g. The guilty party paid the \$ 1,000 fine. / The \$1,000 fine was paid by the guilty party.

But there are appropriate uses of the passive voice. For example, when a customer's order is more important than who shipped it.

Active: Nordstrom's delivered the clothing on schedule.

Passive: The clothing was delivered on schedule.

One should also remember that the verb be with gerunds and infinitives is less forceful than an action verb.

e.g. The function of our office is the handling of the payroll and the maintaining of the payroll records./ Our office handles the payroll and maintains the payroll records.

or

e.g. The assignment of Mr. Cass is to draft the statement and to resent it to Miss Sill for review./ Mr. Cass will draft the statement and present it to Miss Sill for review.

One of specific features of business documents is usage of the modal verb “shall”. Though it is not used in Modern English, in business correspondence and documents it keeps being used.

e.g. This Agreement shall enter into force upon signature by the Parties hereto and shall terminate three years.

or

e.g. The Seller shall deliver the goods within 7 days upon receipt of 100% of the price value paid by the Buyer.

Actually there is no difference between the verb “**shall**” and “**will**” for expressing future actions, which can be seen from the following example:

e.g. The Seller will deliver the goods in three installments and the Buyer shall fulfill the obligations of payment within 20 days of delivery.

However, “**will**” is used especially in conditional sentences, in other cases nearly all actions, concerning to future is expressed by the verb-**shall**.

e.g. If the Buyer elects to attend the Technical Acceptance Process, the Buyer will comply with the reasonable requirements of the Seller.

or

e.g. If the Seller revises any Specification to incorporate Development Changes that...., such Development Change will be performed by the Seller without the Buyer's consent.

(<https://corporate.findlaw.com/contracts.html>)

The combination of the verb should and the infinitive also shows a future action, but with a less degree of probability. For example:

e.g. Your order has been shipped and should reach you within the next five business days.

This construction usually occurs in subordinate clauses.

e.g. Should the Buyer fail to make payment within 20 days of delivery date, the Buyer shall pay to the Seller a default penalty of 0.05% of the late payment per day.

or

e.g. Should your credit requirements change, or should you have any questions regarding your new account, call this office and ask to speak to one of our account representatives.

In business correspondent the verb should is used to express statement.

e.g. You should have no hesitancy about extending credit to the company up to the amount of \$150,000 a month.

Would is typical to business letters especially for making a request.

e.g. We would appreciate if you would bring this announcement to the attention of your accounts payable department.

or

e.g. We would truly welcome an opportunity to meet with you and your marketing team, to discuss how we might contribute to your expansion plans.

Among the model verbs frequently used in business documents is “**may**”, which realizes different functions. For example to express one’s rights.

e.g. Neither Party may assign any rights or delegate any of obligations hereunder without the prior written consent of the other Party.

or

e.g. The Employer may terminate the Executive’s employment with the Employer for any reason or no reason at any time.

“**May**” may also be used for expressing request.

e.g. May we request that you will carefully package the unit in its original box and send it to us.

However, the use of “**might**” also characterizes the business correspondence because sometimes it is more tentative for expressing possibility than “**may**”. Let us compare the following two sentences:

e.g. It may have been an error in a business deal.

e.g. It might have been an error in a business deal.

(<https://corporate.findlaw.com/contracts.html>)

In the second sentence might presuppose a greater degree of uncertainty and sounds more tactful than may.

The model verbs “**can**” and “**could**” can also be found in contracts, but it is especially typical to business letters.

*e.g. This Agreement **cannot** be modified except by written instrument signed by both Parties.*

*e.g. This initial order **could** therefore mark the beginning of the profitable relationship.*

*e.g. This contract **can** only altered, amended or supplemented in accordance with documents signed and sealed by authorized representatives of both parties.*

The model verb “**must**” in business documents is used in too rare cases, which is conditioned by the fact that it is restricted stylistically and is odd to the style of business documents. It can be used for example to give some instructions, like:

*e.g. Each Party **must** cooperate with the other Party in connection with any Product Liability Claim that is commenced or threatened against the other Party.*

or

*e.g. In determining your cost in this case, you **must** apply your special discount first, and then calculate your 2% discount for early payment.*

So we see, that the grammatical structures are different in legal business documents. The official legal documents emphasize the logic line. We need to express clearly not only the key meaning but also the exceptions or less vital issues. Thus, it is unavoidable for those documents to use long and complex sentences. For example:

By irrevocable, transferable, and divisible banker's acceptance letter of credit to cover the total value of each monthly (or lot of) shipment as stipulated above, to be available by drafts, at...days sight, to reach the sellers...days before the respective time of shipment stipulated above (or within ...days after receipt of the seller's advice) and to remain valid for

negotiation in China until the 15th day after the relative time of shipment.
(<https://contracts.onecle.com/>)

Thus, the syntactical pattern of business correspondence style consist of composition patterns of variants of this style that have their own design. The format of the document itself is informative because it says something about the issue being addressed. In terms of stylistic structure, the entire document is a sentence. They are often separated by commas or semicolons instead of full stops, and are often numbered.

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Այվազյան Նաիրա - դասախոս, Եվրոպական լեզուների և հաղորդակցության ֆակուլտետ, անգլերենի թիվ 1 ամբիոն

Ayvazyan Naira - lecturer, Faculty of European Languages and Communication, English Chair №1

Айвазян Наира – преподаватель, Факультет европейских языков и коммуникации, кафедра английского языка № 1

Ներկայացվել է խմբագրություն՝ 07.12.22, տրվել է գրախոսության՝ 12.12.22 - 19.12.22, երաշխավորվել է ԵՊՀ եվրոպական լեզուների և հաղորդակցության ֆակուլտետի անգլերենի թիվ 1 ամբիոնի և պարբերականի խմբագրակազմի կողմից, ընդունվել է տպագրության՝ 29.12.22: