

**PRAGMATIC FEATURES OF THE COMPONENTS OF THE COURTESY  
CATEGORY IN THE ORGANIZATION OF THE INTERACTION PROCESS**

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**Annotation:** This article describes the specific communicative and pragmatic features of the use of elements of the category of courtesy in the organization of the interaction process through the analysis of scenarios based on small dialogues.

**Keywords:** Interaction, components, politeness, scenario, introduction to interaction, polite communication.

It is impossible to live in a developed society based on mutual respect and moral rules between people without well-established rules and established procedures. In order to prevent various forms of violence and disorder in society, everyone in society must respect the various rules and regulations established in society, including the organization of mutual communication processes on the principles of courtesy. is one such rule. Organizing the process of communication between the participants of the interaction process on the basis of the principles of mutual kindness is one of the simplest activities that make human life pleasant and bright. The category of politeness defines the form of the process of interaction between people in a society.

The use of the category of politeness in the communication process has been a process that has evolved over the centuries and is still evolving. It can only differ from each other in terms of period and culture.

Kind communication is a form of strong interaction defined in accordance with the customs and state of communication in the society. Elements of the standard courtesy category are the basis of any interaction process based on mutual respect and equality. Kind communication is one of the unifying aspects of human life in society.

Kind communication helps a person get out of awkward situations. In the process of interaction, it creates a positive environment and helps to solve problem situations.

The proper use of elements of politeness in the communication process also affects the purpose of the interaction. This can be seen in the example of the politeness components used in the interaction process in the small dialog-based scenarios below.

**Bonjour** - is used to greet someone during the day. [9. P 102] This word can be used in the form of *bonjour monsieur* - hello sir, *bonjour madame* - hello lady, *bonjour mon ami* - hello friend, taking into account factors such as gender and social status of the listener in the process of interaction. Ushbu xushmuomalalik elementining komunikatsiya jarayonida qo'llanilishi va uning tahlilini quyidagi misol orqali ko'rib chiqishimiz mumkin.

*Le client* : – **Bonjour**, *j'ai vu cette paire de chaussures dans la vitrine, les aurez- vous en 42 s'il vous plaît ?*

*Le vendeur* : – **Bonjour**, *je vais voir à la reserve, assyez- vous, je reviens de suite.*

*Le client* : - *Si vous les aviez en marron, je préférerais.*

*Le vendeur* : – **Voilà, monsieur**, *mais je ne les ai qu'en noir, sinon j'ai ce modèle similaire en marron, voulez- vous les essayer ?*

*Le client* : – *Je me sens bien dedans, je les prends, combien vous dois- je ?*

*Le vendeur* : – *50 € monsieur.*

*Le client* : – *Je peux vous faire un chèque ?*

*Le vendeur : – Oui monsieur, si vous avez une pièce d'identité.*<sup>1</sup>

As we can see from this example, *bonjour* is the most basic element of politeness used in the beginning of the interaction process. In terms of content, it completely covers the introductory part of the interaction process. In this regard, this element plays an important role in the meaningful and purposeful process of interaction and the achievement of the overall goal. In general, the word *bonjour* is the most commonly used element of politeness in the process of interaction, because without greeting it is impossible to enter the process of communication and achieve the intended purpose.

**Merci** - is used to mean thanking someone. [9, 552] In the process of interaction, the word is used to express gratitude for a work or idea. For example:

- *Bonjour, monsieur Lévêque.*
- *Bonjour, monsieur Leblanc, comment allez-vous ?*
- **Bien, merci, et vous ?**
- *Très bien.*
- *Bonne journée monsieur Lévêque!*
- **Merci beaucoup, à vous aussi !** [1,18]

From this example, we can see that the *merci* - the element of kindness in the form of gratitude - is one of the components of speech that helps to achieve specific and general goals of the interaction process. It should also be noted that the word *merci* can be used in conjunction with the word *bien merci* - thank you, *merci beaucoup* - thank you very much, *grande merci* - thank you very much. This is also freely chosen by the speaker according to the content and context of the communication process and is applied to the interaction process. In the example above, during the scenario, the speaker completes the communication process by using the *merci beaucoup* - an element of politeness in the form of a big thank you.

**Pardon** – is an element of the category of politeness used in the sense of apologizing to someone. [9, 629] In many cases, it is the element of politeness that causes the listener to express the same sincere and kind attitude towards the speaker.

*Pardon* – the word apology is considered to be one of the most effective and powerful pragmatic elements of politeness for the realization of general and specific goals of the interaction process. We can see this in the following example.

- **Pardon, monsieur, c'est pour le magazine Citémag. Vous avez un endroit préféré dans votre quartier ?**
- *Oui, le café Au père tranquille ! C'est derrière le square de la Liberté, en face de l'hôtel Beauséjour.*
- *Bien ! et vous, jeune homme ?*
- *Moi, c'est une place ! c'est la place de la République dans le centre de la ville.*
- **Merci monsieurs !** [1,34]

In this example, we can see how important this linguistic unit is in achieving the intended goal of the communication process and in having a pragmatic effect on the listener, from the use of the word *sorry* at the beginning of the interaction process by the speaker.

**Excusez-moi** – [9, 348] This element of politeness is used to apologize to the listener for his mistake or rudeness, as well as to apologize for his mistake. is one of the elements that help ensure that the passage is conducted in a sincere and courteous spirit. We can illustrate this with the following example.

- **Excusez-moi, c'est pour une inscription, je voudrais des informations s'il vous plaît.**
- *Eh bien, vous présentez une pièce d'identité, vous complétez un formulaire.*
- *Et vous demandez des photos ?*

<sup>1</sup> [www.francaisfacile.fr](http://www.francaisfacile.fr)

- *Oui, une photo.*
- *Et combien ça coûte ?*
- *Vous êtes étudiante ?*
- *Oui.*
- *Ah ! c'est gratuit pour les étudiants.* [1, 22]

From this example, we can see that the word Excusez-moi - sorry, as well as the word sorry - is used in the beginning of the interaction process, which in turn contributes to the effective conduct of the interaction process and its specific and general purposes. will not go unnoticed in its achievement.

***S'il vous plaît*** - This phrase is also one of the elements of the category of courtesy and is used in the sense of a request or suggestion, depending on the content and status of the interaction process. In this regard, it is not an exaggeration to say that the use of this compound in the communication process requires special skills from the speaker. The following is an example of the pragmatic meaning and features of this phrase in the interaction process.

- *Excusez- moi, c'est pour une inscription, je voudrais des informations s'il vous plaît.*
- *Eh bien, vous présentez une pièce d'identité, vous complétez un formulaire.*
- *Et vous demandez des photos ?*
- *Oui, une photo.*
- *Et combien ça coûte ?*
- *Vous êtes étudiante ?*
- *Oui.*
- *Ah ! c'est gratuit pour les étudiants.* [1,22]

From this example, we can see that the combination of s'il vous plaît - request is used in the introductory part of the interaction process and is important in ensuring a polite attitude in the process of expressing the overall purpose of the interaction process. That is, „*je voudrais des informations s'il vous plaît*” the sentence expresses the general purpose of the speaker's intercession, and elements of politeness are used to achieve this goal. After all, the purpose of communication is to reflect the need of your person to work together. In this case, communication is manifested as interpersonal interactions, that is, the sum of the connections and interactions that occur in the process of human interaction. [5,39] These are the elements of language in which the elements of politeness are also important in achieving the goal of interaction.

***Au revoir*** - used to say goodbye to someone. An element of this category of politeness is an important tool in organizing the final part of the imitation process. Because it is the most commonly used element of politeness in the final parting of the interaction, it also plays a role in achieving the goal of the interaction. We can see this in the following example.

- *Bonjour, Sandrine!*
- *Tu vas bien?*
- *Oui, et toi?*
- *Ça va!*
- *Au revoir, monsieur.*
- *Au revoir, Sandrine, à demain!* [1, 18]

From this example we can see that the word au revoir - goodbye is the basis of the final part of the interaction process, and together with the word "au revoir, monsieur - goodbye sir", "au revoir, Sandrine - goodbye Sandrina" Phrases such as 'are used and help to increase the pragmatic effectiveness of the elements of politeness. It is also stated that at the end of the interaction process, through the use of the element of politeness in the form of "à demain - until tomorrow", the process of communication between these individuals will be repeated and they will get to know each other better.

From the application of the elements of the above category of politeness in the communication

process, we can see that the elements of politeness play an important role in the organization of the interaction process and the achievement of its intended purpose. Because at all stages of the interaction process, the category of politeness has its place and function. After all, it is impossible to organize a polite communication process without using the category of politeness. In this process, the ice also has the above-mentioned elements of politeness, *such as bonjour, merci, pardon, excusez-moi, s'il vous plaît, au revoir*.

To enhance the pragmatic effect of speech in the process of interaction, *phrases such as bonjour monsieur, bonjour madame, au revoir monsieur, au revoir madame, s'il vous plaît monsieur, s'il vous plaît madame, excusez-moi monsieur, excusez-moi madame* we can see that the use of compounds also gives good results.

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