SUMMARY

Subject matter: National and cultural features of business communication with representatives of the Arab countries.

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Information about the sponsor organization: Pyatigorsk State Linguistic University; 9 Kalinin St., Pyatigorsk, Stavropol krai.

Topicality of the research: The relevance of the graduate qualification work is determined by:
- The necessity of studying the level of verbal etiquette situations in business communication, also for the description of linguistic features of business etiquette of cliched vocabulary;
- requirements of the Arab-Russian lexicology for fixing new words necessary for daily communication but which aren't reflected in the published bilingual dictionaries;
- practical needs of interpretation and translation from Arabic language into Russian and vice versa.

The purpose of the work is the description of the main standard situations in business communication from the linguistic point of view with detection of national and cultural features of communication in Arabic language with representatives of the Arab countries.

Tasks of the research:
- generalization, systematization and concretization of previously published materials on intercultural business communication with representatives of the Arab countries;
- definition and the comparative analysis of clichéd lexicon of the Arabic language in various situations of communication: acquaintance, representation, farewell, phone conversation, etc.;
- detection of regional features of business communication, a language situation and speech etiquette in the Arab world;
- determination of national etiquette specifics of the main genres of business relations of Arabs and the translation of the corresponding samples into Russian.

**Theoretical significance of this work** is caused by the fact that the results supplement and develop the received works on business communication and the Arab speech etiquette, in particular. Also aspects of functioning of etiquette lexicon of the Arabic language are enlightened, development of problems of speech etiquette in cross-cultural communication is carried out.

**Practical significance of the study** lies in the possibility of applying its results in intercultural communication, diplomacy and human sciences.

**Results of the research:**

This graduation qualification paper is devoted to issue of the «National and cultural features of business communication with representatives of the Arab countries». The work deals with the behavior of people of different cultures during the intercultural communication and business communication.

The author succeeded in fulfilling all the tasks set in the Introduction to the Research Paper.