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## **SIGNIFICANCE OF LANGUAGE AND CULTURAL-ETHICAL ASPECTS IN THE WORK OF THE CUSTOMS SERVICE**

**Abstract:** *the formation of language training and a culture of interethnic communication and interaction is an important component in the professional training of customs specialists. Mastering the art of understanding people and, on this basis, managing their behavior is the most important sign of the professionalism of customs officials. An important component in the professional training of future customs specialists is the development of intercultural competence skills. In the daily work of a customs officer, business etiquette of communication is of particular importance.*

**Keywords:** *customs, professional tasks, professional foreign language competence, culture of interethnic communication.*

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## **ЗНАЧЕНИЕ ЯЗЫКОВЫХ И КУЛЬТУРНО-ЭТИЧЕСКИХ АСПЕКТОВ В РАБОТЕ ТАМОЖЕННОЙ СЛУЖБЫ**

**Аннотация:** *формирование языковой подготовки и культуры межнационального общения и взаимодействия является важным компонентом в профессиональной подготовке специалистов таможенного дела. Овладение искусством понимать людей и на этой основе управлять их поведением является важнейшим признаком профессионализма сотрудников таможенных органов. Важным компонентом в профессиональной подготовке будущих специалистов таможенной службы является выработка навыков межкультурной компетенции. В повседневной работе таможенника особое значение имеет деловой этикет общения.*

**Ключевые слова:** *культура межнационального общения, профессиональные задачи, таможенное дело, профессионально-иноязычная компетентность.*

In the conditions of intensive development of cultural and economic ties between states, the need for highly professional specialists in various fields, including in the customs sphere, is increasing. Professional communications with domestic and foreign colleagues turn out to be relevant, while the role of foreign languages increases, the study of which occurs with the simultaneous development of professional terminology, which becomes a necessary condition for building a successful career.

Currently, customs disciplines are taught in universities in Russian – the state language of the Russian Federation, and in this context, the study of foreign languages (English, German, French) is an important educational aspect. It should be noted that English and French are the official languages of the World Customs Organization.

Readiness for professional intercultural communication in a foreign language is part of the general training of a customs specialist and is a complex professionally significant personality trait that combines psychological, theoretical and practical readiness.

The Customs Service of the Russian Federation, as part of the overall economic system, performing its basic functions of state administration of foreign economic activity, is an independent socio-economic institution designed to create favorable conditions for foreign trade. The significance of the professional tasks set for customs

specialists is noted in the requirements for the training of a qualified customs officer [4], who speaks a foreign language in a special area, is able to conduct effective professional activities in a foreign language, which requires a formed professional foreign language competence.

In the formed personality of the future customs officer, it is necessary to understand one's civil and professional duty to society. It is the formation of such a specialist who has moral, social and professional values that also occurs in the process of teaching English. Professionally-oriented texts in a foreign language, with which students work in the classroom, allow not only to consolidate the material covered in the major disciplines, but also to supplement and expand it [3, p. 161]. In addition, knowledge of a foreign language helps a specialist to follow innovations and extract useful information for their professional activities. There is no doubt that it is important for a modern customs officer to speak a foreign language.

A person who speaks a foreign language increases the chances of getting a decent job. This chance increases if a person speaks a language for special purposes, that is, is professionally competent. Learning languages contributes to professional and career growth.

English is especially important for Customs officers as it is a widely used language in international trade and customs documents such as contracts of sale, commercial invoices, etc. In addition, Customs English terminology is intended to help Customs officers clearly understand rules for their work. It is important that Customs officers understand the terminology of Customs English in order to properly carry out their professional activities. Currently, knowledge of a foreign language is one of the main requirements for employers in most industries, including the customs service.

Some aspects of the activities of the Federal Customs Service are closely related to international interaction with customs and other authorities of foreign states, including English-speaking ones, and international organizations. Knowledge of the English language is necessary for a customs officer to regularly exchange information and conclude the necessary agreements with the customs authorities of foreign countries, as well as to be able to use innovative technologies for working at customs.

About 30% of customs officials speak foreign languages, the State Customs Committee reported. Shifts at checkpoints are formed in such a way that each of them has officials who speak foreign languages.

The formation of a culture of interethnic communication and interaction is an important component in the professional training of customs specialists. Each sovereign state has its own customs business (service), which plays an important role in relations with other states and peoples of the world community, in the development of national economic and financial systems.

As the multi-thousand-year historical practice of the existence and development of national cultures and civilizations shows, the problem of interethnic communication and interaction has always been quite acute for all countries and peoples of the world community. In the 21st century, it received its new expression associated with socio-cultural processes and global trends taking place in the world community.

Interethnic communication is a concrete, real manifestation of the relationship between representatives of two or more nationalities, who exchange, on the one hand, material and spiritual values, and on the other hand, views, emotions [2, p. 136].

Interethnic communication presupposes the presence in the national and public consciousness of a benevolent attitude towards interethnic contacts, respect for national attributes and characteristics, cultural differences, history, language, traditions, symbols and beliefs of the subjects of communication. The culture of relations between nations is currently the most important problem that determines both the current state and the future of our country. The development of society at the present stage requires a significant improvement in the quality of training of customs specialists. Modern education should contribute to the formation of a culture of interethnic communication among future customs service specialists.

An important component in the professional training of future customs service specialists is the development of intercultural competence skills. These include: sensitivity to cultural differences, respect for the uniqueness of the culture of each people, tolerance for unusual behavior, a desire to be positive about everything unexpected, a willingness to respond to change, flexibility in making alternative decisions, and not

having high expectations from communication with representatives of other cultures. In a general sense, business communication is a process of interconnection and interaction in which there is an exchange of activities, information and experience, involving the achievement of a certain result, the solution of a specific problem or the implementation of a specific goal.

In the daily work of a customs officer, business communication etiquette is of particular importance. Customs employees spend up to 70% of their working time in business communication – communication with meeting participants, consulting, telephone conversations, instructions and many other types of business communication [1, p. 30]. The ability to correctly build a speech, convey the necessary information, the ability to correctly understand and adequately evaluate what you are told and what is required of you, including in foreign languages, is an integral part of the professionalism of a customs officer.

When interacting with the public, customs officers must be objective and impartial. Customs officials are required to use all reasonable means to assist members of the public in fulfilling their obligations to Customs and to ensure that their legal rights are respected. When interacting with members of the public, customs officers are required to give their name and position, as well as wear personal identifiers.

Modern applied ethics provides specialists whose activities are accompanied by moral costs and require the regulation of natural moral feelings and principles, a set of approaches and techniques that can be used in making decisions, in assessing them from the point of view of morality, in resolving and preventing conflicts and in order to build a strategy for the most effective professional communication.

A customs officer must have high moral character. Patience and perseverance are especially important, since both moral and physical pressure can be exerted on the customs officer by citizens. Therefore, the customs officer must be balanced, remain calm and clearly fulfill his duties.

In essence, the desire to be honest and reliable in business contacts is a manifestation of the internal attitude of the employees of the Federal Customs Service.

Understanding competence in communication as the development of knowledge of social attitudes, skills and experience in the field of interpersonal communication in practical classes, the norms of personal behavior and interpersonal interaction are developed and corrected, as well as the ability to respond flexibly to the situation, quickly rebuild in different conditions and in different groups.

Thus, in order to become a worthy professional customs officer, you need to have a knowledge base of linguistic, cultural, ethical, social and other spheres of public life. The formed personality of the future customs officer should have an understanding of his civil and professional duty to society. Compliance with all of the above requirements is a prerequisite for a competent and highly qualified customs officer.

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