

Sort the following responses based on the provided categories:
APOLOGIZING (A), RECOGNIZING (R), EXPLAINING (E), PROMISING (P)

1. We'll be increasing our efforts when it comes to..., so that in the future...

☐

2. Please accept my apologies.

☐

3. Please accept our deepest apologies for...

☐

4. In the future, our focus will be on..., so that this situation won't repeat itself.

☐

5. Please accept this as my formal apology for...

☐

6. We acknowledge that this caused you inconvenience...

☐

7. I understand that our actions meant...

☐

8. In our efforts to optimize our distribution process, we overlooked...

☐

9. The error was due to...

☐

10. Our internal communication failed. As a result...

☐

11. I would like to express my deep regrets for...

☐

12. We see that our actions impacted you unnecessarily...

☐

13. I would like to apologize on behalf of our company.

☐

14. We're convinced that the changes we've implemented will prevent this from happening again.

☐

15. The defect/problem was caused by...

☐