I'm so Sorry!

Name: .....

Class: .....

Complete the following dialogues with suitable expressions of apology and their responses from the box.

forgive me	**like to apologize**	**alright**	**We're terribly sorry**
do happen	**Don't worry about it**	**problem**	**sorry I couldn't come**

1. In a convenience store

Customer : Excuse me.

Shop assistant : Yes. Can I help you?

Customer : Hmm I think I should have got Rp. 30.000 but I only got Rp. 25.000 for the exchange.

Shop assistant : Oh, _____, Sir. I must have overlooked it.

Customer : It's _____

Shop assistant : Here is Rp. 5.000

Customer : Thank you.

Shop assistant : You're welcome.

2. At school

Dani : Hi, Dika. I didn't see you in the English club yesterday.

Dika : Yeah, I'm _____.

Dani : Well, no _____. But, what happened?

Dika : I had to finish the science project. This morning was the deadline.

Dani : Oh, I see.

3. In a travel agent

Travel agent : Good morning. Samudra Tours and Travel. Can I help you?

Client : Yes, I was scheduled to go to Semarang this morning at five, but there's no notification whether it's delayed or not.

Travel agent : Oh, there's a delay for about 45 minutes. We have technical problems. We would _____ _____ for the delay and leaving you uninformed.

Client : Well, these things _____.

Travel agent : _____, Ma'am.

Client : _____. But later on, please give the clients notification.

Travel agent : Yes, Ma'am. We will make sure this thing will not happen anymore.

LIVEWORKSHEETS