## Practically speaking | How to apologize

**1** When was the last time you said 'sorry'? Why did you say it?

**2** ▶5.4 Listen to conversations 1–3. Match the problem with the reason in each one. Write 1, 2 or 3.

| Problem | Reason |
|---|---|
| didn't phone the hotels ___ | forgot ___ |
| arrived late ___ | was busy ___ |
| didn't send the report ___ | train was late ___ |

**3** ▶5.4 Listen again and complete the apologies from the three conversations.

1 Hello. _____. My train was very late.
2 No, I didn't. _____. I was really busy yesterday.
3 Oh no! I forgot! _____. I'll do it now.

**4** Work with a partner. Take turns to apologize in these situations. Give reasons.

- You are in a traffic jam and will be late for a job interview. Call the company.
- You couldn't email your boss a report because you had technical problems with your computer. Take him a hard copy and explain the problem.
- You weren't at the meeting this morning. Your manager asks you why.
- It's your team leader's birthday today. You talked to the team and you agreed to buy the cake, but you forgot. Speak to one of the team.
- A customer didn't receive a delivery because you made a mistake with their address. Call the customer.

**Tip | *That's OK / No problem!***

Use *That's OK* or *No problem* to respond to an apology:

*A I'm really sorry I forgot your birthday.*
*B* ***No problem!***

## APOLOGIZING

| Apologizing | Accepting an apology |
|---|---|
| I'm sorry | That's okay |
| I'm so/very sorry if I ..... | That's all right |
| I apologize for..... | No Problem |
| Please accept my apologies for..... | Never mind |
| I'm sorry to bother you | It doesn't matter |
| I'm sorry to interrupt you | I accept your apology(apologies) |
| I'm sorry I didn't mean that | That's quite all right |
| Sorry to have kept you waiting | Don't worry |

**Read the following dialogue:**

Andy : Excuse me, Sir.
Teacher : Why are you so late, Andy?
Andy : I am very sorry, but I got a traffic jam.
Teacher : Really? You told me the same thing every time you came late.
Andy : But, Sir. I was really trapped in the traffic jam. I do apologize.
Teacher : Next time, please come earlier, otherwise you will miss the lesson.
Andy : Ok, sir. I promise!
Teacher : Good! Then you may have a seat.

LIVEWORKSHEETS

**Make conversations based on the situations below:**

1. You had an appointment to meet your girl friend, but you were late because of the traffic jam
2. You have lost your friend's ticket to a concert.
3. You have let your friend copy your answers to the homework but all the answers were wrong
4. You borrowed a book from a friend a few days ago. You promised to give it back today, but you forgot to bring it. Your friend really needs the book because he is going to have a test tomorrow. Apologize him and offer the solution.

## Business communication | Solving problems

**1** Do you have these problems at work? Who normally solves them?

- late deliveries
- bad products or services
- machinery or equipment not working
- human mistakes
- angry customers

**2** ▶5.5 Listen to a phone call. Which problems in **1** do they have?

**3** ▶5.5 Listen again and complete the expressions from the conversation.

1 We _____ a problem with the order for Gosport.
2 We _____ all the baseball bats and T-shirts yesterday so I _____ ship them tomorrow. But the logos on the caps _____.
3 We _____ fix the machine today and print them again.
4 OK. _____ worry.
5 I know the Purchasing Manager at Gosport, so I _____ to him …
6 We _____ give another delivery date for this.
7 Sure. I _____ the factory now and I _____ you know as soon as I can.
8 That _____ be great. Thanks a lot.



LIVEWORKSHEETS

**4** Read this **email** from your boss.

Dear both,

I'm in meetings all day today, so can you deal with these between you, please?

- Who is on Reception this week? (Where's Astrid?)
- Gosport phoned. Purchasing says the invoice was wrong for the last order.
- The new printers don't work with our computers. What can IT do about it?
- Did someone book my tickets for Moscow? Remember I go next Monday.
- Ellen in Sales leaves this week. Can we organize a leaving party on Friday? And a present?

Work with a partner. Discuss the problems in the emails. **Student A, turn to page 112. Student B, turn to page 118.**

**5** Think of a problem at work this week. Explain it to your partner. Take turns to try and solve your partner's problem and promise action.

Student A

Read more information about the problems in the email.

- Astrid, the receptionist, is sick today.
- You called IT about the printers, but no one answered.
- You didn't remember to book the tickets.
- You can buy Ellen a leaving present.

Now call your partner.

1 Explain and solve the problems together.
2 Promise action.

Student B

Read more information about the problems in the email.

- Your assistant is not very busy today.
- We emailed the wrong invoice. You'll contact them after the meeting.
- The IT department has a training course today and tomorrow.
- You booked a restaurant for Ellen's leaving party.

Now call your partner.

1 Explain and solve the problems together.
2 Promise action.



LIVEWORKSHEETS