

## 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

I'm sorry  
 I'm so/very sorry if I .....  
 I apologize for.....  
 Please accept my apologies for.....  
 I'm sorry to bother you  
 I'm sorry to interrupt you  
 I'm sorry I didn't mean that  
 Sorry to have kept you waiting

### Accepting an apology

That's okay  
 That's all right  
 No Problem  
 Never mind  
 It doesn't matter  
 I accept your apology(apologies)  
 That's quite all right  
 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.

**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

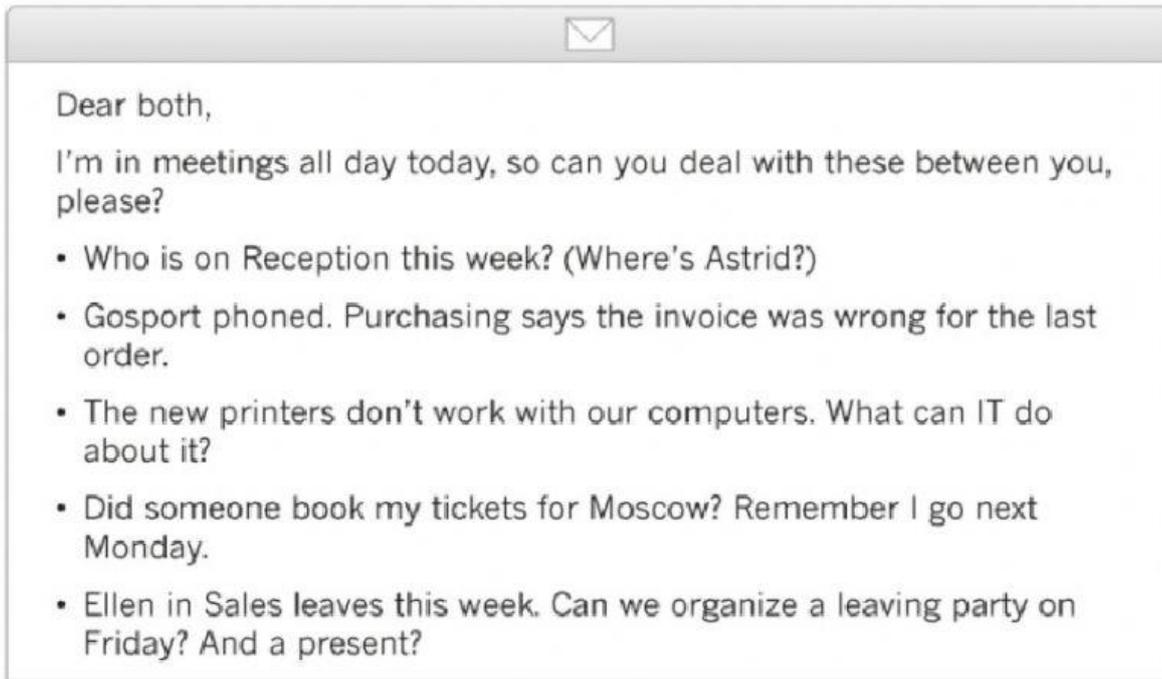
**2** ▶ **5.5** Listen to a phone call. Which problems in **1** do they have?

**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.



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



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.