3.6 Speaking

Apologising and responding to apologies

VIDEO ▶ **WORKING WITH ANIMALS**



Mum: Hi! It's nice to see you! I'm glad you're here. We need more volunteers. You can clean these cages. Then feed the animals.

Mateo: Sure. OK, Mum. I'm good at cleaning cages. Lena, can you do the food?

Lena: Of course. So this is the guinea pig food and this is the rabbit food.

Mateo: Yes. Put two spoons in each bowl. Easy.

A few minutes later ...

Mateo: Hang on, this looks like guinea pig food.

Lena: Oops! Did I put the wrong food bowls in the cages?

Mateo: You did? Honestly, Lena!

Lena: I'm really sorry. It all looked the same to me.

Mateo: Never mind. No problem. Just change the bowls now.

Lena: Good call.

Mateo: Right. Where is the clean bedding for the rabbits? Aha. Got it! This box's enormous!

Lena: Hey, mind out! Oh, now look. There's bedding all over the floor!

Mateo: Sorry, I didn't mean to do that.

Lena: Don't worry. Just be more careful.

Mateo: What a mess!

Lena: Mateo, do you really want to work with animals? It isn't easy, you know.

1 18 3.14 Describe the photo. How do you think Mateo and Lena are feeling? Watch or listen and check.

2 Where are Mateo and Lena helping as volunteers? What activities do they do?

4 Study the Speaking box. Find examples of the phrases in the dialogue.

SPEAKING Apologising and responding to apologies

Apologising	Responding to apologies
I'm (really/so) sorry.	Never mind.
I didn't mean to do that/it.	No problem.
I feel terrible.	Don't worry.
	Honestly!
	That's all right.
	Just be more careful.

5 3.15 Use the Speaking box to complete the dialogues. Sometimes more than one answer is possible. Listen and check.

1 A: Excuse me. I think you're sitting in my seat. I have a reservation.
B: _____. I didn't realise!
A: No problem!

2 A: _____. I didn't hear you. Could you repeat that?
B: No problem. It's J-O-R-G-E.

3 A: I'm sorry I'm late! My bus didn't arrive on time.
B: _____. The buses are terrible these days!

LIVEWORKSHEETS