

1. Look at the three images. What do you think is happening there?



picture A



picture B



picture C

1. What do you think the person is saying sorry for?
2. Why do you think people say sorry?

2. Match the words and phrases with a definition.

- | | |
|--------------|---|
| 1. bump into | a. bite something continuously |
| 2. chew | b. accidentally hit something or somebody |
| 3. miss | c. fail to do something |

Listen to three conversations. Match each conversation (1-3) to the images (a-c).



a. _____



b. _____



c. _____

3. Listen again and answer the following questions for each conversation.

1. Why _____ are _____ they _____ apologising?
- A _____

B _____

C _____

2. What _____ was _____ the _____ reason _____ for _____ the _____ action _____ happening?
- A _____

B _____

C _____

3. What will they do in the future?

A _____

B _____

C _____

4. Fill the gaps with the given words. Listen to check your answers. Practise the conversations.

accept

apologise

fault

mind

ok

sorry

worry

Narrator: Conversation 1

Jack: I'm 1 _____ Kim, are you ok?

Kim: Yes, that was lucky, I nearly dropped my coffee.

Jack: I'm sorry, it is my 2 _____, I wasn't paying attention.

Kim: Don't 3 _____ about it.

Jack: I will look where I am going next time.

Narrator: Conversation 2

Ned: Hi Sacha, do you like the book I lent you?

Sacha: I wanted to talk to you about that. I loved the book, but my new puppy thought it was a toy and chewed the pages. I sincerely 4 _____, I feel bad about it.

Ned: Oh, that's 5 _____. I remember my dog chewed everything when he was young.

Sacha: Thank you, I will buy you a new copy.

Narrator: Conversation 3

Mr Cole: Good morning, Gary, nice of you to join us.

Gary: Please 6 _____ my apologies. I missed the bus.

Mr Cole: Never 7 _____, take a seat.

Gary: Thank you, I will be on time next week.



5. Groups Phrases

1. Apologising

2. Accepting an apology

1. Which phrases for apologising are **formal** / **informal**?

2. Does **the intonation pattern rise or fall** at the end of the phrases?

6. Complete the dialogue.

OK	really	so sorry	right
about	fine	fault	too

Paul: Noelia! I am (1) _____ ! Are you (2) _____ ?

Noelia: I think so. That was lucky.

Paul: I'm (3) _____ sorry! I didn't see you!

Noelia: That's all (4) _____. I shouldn't have been running.

Paul: Still, it was my (5) _____ and I'm sorry.

Noelia: I'm sorry (6) _____. It was both of us. Honestly, it's (7) _____ . Don't worry (8) _____ it.

- a. Honestly, it's fine.
- b. I'm so sorry.
- c. It was my fault and I'm sorry.
- d. That's all right.
- e. Don't worry about it.
- f. That's OK.
- g. I'm really sorry.
- h. I want to apologise.
- i. Never mind
- j. Please accept my apologies

7. Use a phrase from each column to create an apology and practise apologising with your partner

- | | | |
|---------------------------------|---|--|
| 1. I'm so sorry. | a. I dropped the wine on your carpet. | i. I will reschedule for another time. |
| 2. I sincerely apologise. | b. I completely forgot about the appointment. | ii. I will clean it up. |
| 3. Please accept our apologies. | c. We have overbooked your room. | iii. I will replace it. |
| 4. I'm sorry, it's my fault. | d. I lost the jumper you lent me. | iv. We will give you a full refund. |

8. Finish the sentences 1-5 with apologies about given situations a- f. Then create your own ideas.

- | | |
|--|---|
| a) You forgot to pick up your friend. | d) Your customer is angry because the waiter was rude. |
| b) Your dog went to the toilet in your neighbour's garden. | e) You forgot your friend's birthday. |
| c) You bump into someone, and they drop their eggs. They smash all over the floor. | f) You planned to meet your friend at the gym but couldn't make it. |

1. I am so sorry, I forgot _____
2. Please accept my apologies, I _____
3. I'm sorry, it was my fault. I didn't intend to _____
4. I sincerely apologise for _____
5. I'm terribly sorry, I thought _____

