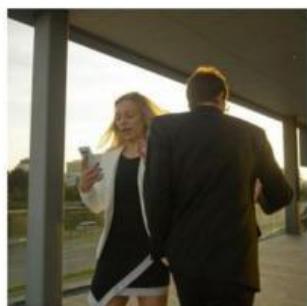


**1. Look at the three images. What do you think is happening there?**



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

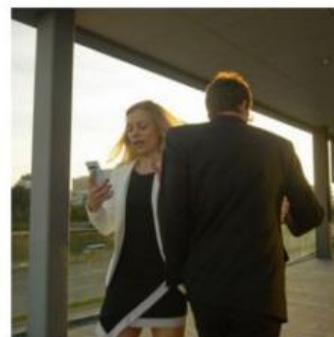
**Listen to three conversations. Match each conversation (1-3) to the images (a-c).**



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 .....

- 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

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.

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.
- b) Your dog went to the toilet in your neighbour's garden.
- c) You bump into someone, and they drop their eggs. They smash all over the floor.
- d) Your customer is angry because the waiter was rude.
- e) You forgot your friend's birthday.
- 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 \_\_\_\_\_

