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_____

LIVEWORKSHEETS

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.



LIVEWORKSHEETS

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?

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

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.

LIVEWORKSHEETS

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 _____



LIVEWORKSHEETS