



19 Sympathising and encouraging

Asking questions

What's the matter?

What's up? / What's wrong?

Sympathising

I'm (so) sorry.

That's a pity! / That's a shame!

What a pity! / What a shame!

Poor you! That's disappointing.

Encouraging

Cheer up! Well done!

1 Put the dialogue in the correct order.



- 7 ☐ Hi, Ana. Would you like to come to the skate park this afternoon? My brother is going to teach us how to skateboard.
- ☐ Oh, I'm so sorry. That's a shame!
- ☐ Poor you! ... But cheer up! If I enjoy it, we can all go with you next week!
- ☐ Hi, Julie. Sorry, but I can't.
- 8 ☐ Thanks, Julie. You're good friends.
- ☐ I have to revise for the Maths test. I really want to get a good mark this time!
- ☐ I know. I'd really love to learn to skateboard!.
- ☐ Why? What's the matter?

2 Match 1-6 to a-f.

- | | | |
|---|------------|-----------|
| 1 ☒ f | Cheer | a done! |
| 2 ☐ | I'm so | b shame! |
| 3 ☐ | Well | c a pity! |
| 4 ☐ | What's the | d matter? |
| 5 ☐ | That's a | e sorry. |
| 6 ☐ | What | f up! |

3 Complete the dialogues with the words in the box.

disappointing done matter
pity poor so the up what's

- 1 A: Hi, Eddie. You look upset. What's up?
B: I didn't get a good mark in my English exam.
A: Oh no! That's disappointing.
- 2 A: Hey, Robbie? What's the _____?
B: We can't go camping tomorrow.
A: What a _____!
- 3 A: Hi, Karen. Olivia says you won first prize in the painting competition. Well _____!
B: Thanks, Alan.
- 4 A: My dog is ill.
B: I'm _____ sorry.
A: And our cat died last week.
B: _____ you! That's terrible!
- 5 A: What's _____ matter, Anne?
B: I didn't win the match.
A: Cheer _____! You'll win next time.

4 Complete the dialogues. Use the words in brackets.

- 1 A: What's up? (what)
B: The drama teacher didn't choose me for the school play.
A: _____. (shame)
- 2 A: _____. (matter)
B: I played badly in the match and everyone was angry with me.
A: _____! (poor)
- 3 A: You look pleased!
B: Yes, I am. I've passed all my exams.
A: _____! (well)
B: What about you?
A: I passed, but I only got 50% for Maths.
B: _____. (disappointing)



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