

COMPLAINT AND APOLOGIES

Zoom in, read the letter and answer the questions correctly.



Dear Friend,

I am writing to express my deepest apologies for missing the deadline for the project report. I understand that this has caused significant inconvenience and disruption to the team, and for that, I take full responsibility.

Unfortunately, I encountered some unexpected personal issues that prevented me from completing my part of the project on time. I know this is not an excuse, but I hope it provides some context for my failure to meet the deadline.

I have already taken steps to ensure that this does not happen again. I have reorganized my schedule and put in place measures to better manage unexpected situations.

Once again, I sincerely apologize for any problems this has caused. I value your understanding and support.

Sincerely,
Sarah

- 1 What is the main purpose of Sarah's email?
 - a) To explain the reasons for missing the deadline
 - b) To express remorse and take responsibility
 - c) To propose solutions to prevent future issues
 - d) All of the above

- 2 Which phrase indicates that Sarah accepts blame for her actions?
 - a) "I encountered some unexpected personal issues..."
 - b) "...for that, I take full responsibility."
 - c) "I have already taken steps to ensure that this does not happen again."
 - d) "I value your understanding and support."

- 3 What has Sarah done to prevent similar situations in the future?
 - a) She has asked for an extension on all future deadlines.
 - b) She has delegated her tasks to other team members
 - c) She has reorganized her schedule and implemented better management strategies
 - d) She has not mentioned any specific actions

- 4 Which closing salutation would be most appropriate for Sarah to use in this email?
 - a) Yours faithfully,
 - b) Best regards,
 - c) Cheers,
 - d) Talk soon,

- 5 Based on the email, how would you describe Sarah's tone?
 - a) Angry and defensive
 - b) Casual and dismissive
 - c) Sincere and apologetic
 - d) Confident and assertive