



COMMUNICATION

Apologies

I can say sorry and respond to an apology.

09 Apologising.

A: I'm so sorry.
Sorry about that!
Sorry, my mistake.

B: It's OK.
That's all right.
No problem.

1 Put the sentences in the dialogues in the correct order.



- 1 a ☐ Are you sure?
b ☐ It's OK.
c ☒ Oh no! I'm so sorry!
d ☐ Yes, it's all right.



- 2 a ☐ Oh, my mistake. Here you are.
b ☐ Thanks.
c ☐ Hey! That's my book!



- 3 a ☐ That's all right.
b ☐ Yes, no problem.
c ☐ Oops! Sorry!
d ☐ Are you sure?

2 Read the dialogues. Circle the correct answer.

- 1 A: I'm sorry.
B: ☒ a That's all right.
b Thank you.
- 2 A: Sorry about that!
B: ☐ a No problem.
b Are you sure?
- 3 A: Oh no! Look at that! I'm so sorry!
B: ☐ a Yes, 'I'm fine.
b It's OK.
- 4 A: Sorry, it's my mistake.
B: ☐ a Are you sure?
b That's all right.
- 5 A: Where's my book?
B: ☐ a Sorry, my mistake.
b Sorry, I've got it.

3 Complete the dialogues with one word in each gap.

- 1 A: I can't find my book!
B: I've got it! ¹ Sorry about that.
A: ² _____ all right.
- 2 A: Oops! I'm so ³ _____!
B: It's OK.
A: Are you ⁴ _____?
B: Yes, no ⁵ _____.
- 3 A: These aren't my keys.
B: Sorry, my ⁶ _____. Here you are.
C: It's ⁷ _____.

4 Look at the picture. Complete the dialogue.



Matt: Jason, that's my bag!

Jason: _____

Matt: _____