Sort the following responses based on the provided categories: APOLOGIZING (A), RECOGNIZING (R), EXPLAINING (E), PROMISING (P)

1. We'll be increasing our efforts when it comes to..., so that in the future...
2. Please accept my apologies.
3. Please accept our deepest apologies for...
4. In the future, our focus will be on..., so that this situation won't repeat itself.
5. Please accept this as my formal apology for...
6. We acknowledge that this caused you inconvenience...
7. I understand that our actions meant...
8. In our efforts to optimize our distribution process, we overlooked...
9. The error was due to...
10. Our internal communication failed. As a result...
11. I would like to express my deep regrets for...
12. We see that our actions impacted you unnecessarily...
13. I would like to apologize on behalf of our company.
14. We're convinced that the changes we've implemented will prevent this from happening again.
15. The defect/problem was caused by...

LIVEWORKSHEETS