



6.9 Listen to a man called Tomas having three conversations with different people and:

- 1** tick the excuses from Exercise 2 that you hear.
- 2** write down what Tomas is apologising for.

Read the excuses and answer the questions. Have you ever used one of these excuses? Have you ever been given one of them? When? What happened?

- 1** We're short of staff and we have a lot of work to finish.
- 2** There's been a road accident so our driver's late.
- 3** I'm afraid several drivers are sick at the moment.
- 4** It's been so crazy at work, I've hardly had time to think.
- 5** It's been a nightmare at work and there was a problem on the train home.
- 6** Something unexpected happened and I just forgot.
- 7** My phone was out of battery.
- 8** We've got a new system and I'm not very familiar with it.

What is he apologising for?

Listen again and complete the sentences with one word.

- 1** a I'm _____ sorry.
b There really is _____ we can do about it. I can only apologise again.
c I guess these _____ happen.
d Thanks for being so _____.
- 2** a Well, at _____ you're here now.
b I'll do it tomorrow, I _____.
c I'll do it. _____!
- 3** a I'm sorry. I really can't get _____ of it.
b Don't be _____. I'm sure I'll be able to find someone else to go. It is _____ it is.
c Thanks. I'll _____ it up to you.

