

I'm so Sorry!

Name:

Class:

Complete the following dialogues with suitable expressions of apology and their responses from the box.

forgive me

like to apologize

alright

We're terribly sorry

do happen

Don't worry about it

problem

sorry I couldn't come

1. In a convenience store

Customer : Excuse me.

Shop assistant : Yes. Can I help you?

Customer : Hmm I think I should have got Rp. 30.000 but I only got Rp. 25.000 for the exchange.

Shop assistant : Oh, _____, Sir. I must have overlooked it.

Customer : It's _____

Shop assistant : Here is Rp. 5.000

Customer : Thank you.

Shop assistant : You're welcome.

2. At school

Dani : Hi, Dika. I didn't see you in the English club yesterday.

Dika : Yeah, I'm _____.

Dani : Well, no _____, But, what happened?

Dika : I had to finish the science project. This morning was the deadline.

Dani : Oh, I see.

3. In a travel agent

Travel agent : Good morning. Samudra Tours and Travel. Can I help you?

Client : Yes, I was scheduled to go to Semarang this morning at five, but there's no notification whether it's delayed or not.

Travel agent : Oh, there's a delay for about 45 minutes. We have technical problems. We would _____ for the delay and leaving you uninformed.

Client : Well, these things _____.

Travel agent : _____, Ma'am.

Client : _____, But later on, please give the clients notification.

Travel agent : Yes, Ma'am. We will make sure this thing will not happen anymore.

