



# Saying thank you and sorry



A: [redacted] me, can you help me?

B: Sure. What [redacted] do you need?

A: Can you tell me where I can [redacted] the number two bus, please?

B: Oh, there is a bus stop nearby. You go [redacted] to 300 meters.

A: You are so kind. Thanks to you?

B: Not at all.

A: Sorry. May I [redacted] in, please?

B: You are late for class today.

A: I'm sorry. I [redacted] it will not happen again.

B: Are you sure?

A: Yes. I will [redacted] here earlier from tomorrow.

B: Okay. I'll forgive you. But don't [redacted] it happen again.

A: Thank you very much.

B: You're [redacted]. Now, let's start a lesson today.

A: Excuse me, Peter, please help me with this computer.

B: What's [redacted] with it, Anna?

A: There seems some [redacted] with my electric mail. This little message keeps [redacted] up. I don't understand it. It's really frustrating.

B: Oh, [redacted] calm. That's a minor problem. Just don't [redacted] this key.

A: Oh, alright. Thanks.

B: Don't [redacted] about it.

