

9.3) SORRY I'M LATE

- F apologising
- P intonation in apologies
- V excuses

VOCABULARY

EXCUSES

A Work in pairs and discuss. Are you often late for work, school or meetings? Why/Why not?

B Work in pairs and match 1–5 with a)–e) below.

- | | |
|-----------------|---------------------|
| 1 I lost | a) broke down. |
| 2 I missed | b) the alarm clock. |
| 3 My car | c) the train. |
| 4 The traffic | d) my keys. |
| 5 I didn't hear | e) was bad. |

C Look at the collocations above and write five more excuses with the words in the box.

the bus my ticket was terrible my phone
didn't start



FUNCTION

APOLOGISING

A Look at these reasons for being late. Which one is the best reason? Which one is the worst?

Amazing excuses

We asked managers around the country what reasons their workers give for being late. Here are some of our favourites.

- 1 I'm very sorry I'm late. I thought today was Sunday, so I stayed in bed.
- 2 Sorry to be late. There was a long queue at the coffee shop. I brought you one – here.
- 3 I'm terribly sorry I'm late. My train hit a cow.
- 4 I'm really sorry I'm late. My son took my car keys to school, so I took the bus to his school to get them.
- 5 I'm so sorry I missed the meeting. I feel awful about it. I drove to my old office by mistake.
- 6 I'm afraid I didn't hear my alarm clock because I had ear plugs in.



D Look at the responses below. Is the manager happy (✓) or unhappy (X) about the situation?

- 1 I don't believe you.
- 2 It's half past nine!
- 3 Don't worry about it.
- 4 That's OK. No problem.
- 5 Don't let it happen again.

LEARN TO

TELL A LONG STORY

A Look at the online diary extracts below. Why was the woman late each day?

Monday: _____

Tuesday: _____

Wednesday: _____



Monday

The train left fifteen minutes late. But that wasn't the problem – it simply didn't go very fast. We really knew there was a problem when a man on a bike went faster than us! I was an hour late for work. The boss wasn't happy ... but she doesn't take the train.



Tuesday

OK, I didn't hear my alarm so I woke up late and missed my train. I got the next one, but then the train stopped in the middle of nowhere ... for twenty minutes! The guard said there was a signal problem and then the air-conditioning stopped working! Imagine, no air-conditioning in the middle of summer! I was two and a half hours late for work and really hot and sweaty. My boss was very unhappy.



Wednesday

Service: 0 points. Originality: 10 points.
We stopped again, for no reason, but then there was a reason – not the signals, not the engine but a cow on the line! Poor thing, we didn't stop in time. This time, I was two hours late for work and my boss didn't believe me ...

B 9.7 Listen to the woman talk to a colleague. Which two days does she talk about?

C Listen again. Which two things are different from the online diary above?

A Look at the linkers in the box and circle them in the listening extract below.

first of all and but so finally because
then after that

First of all, I got up late because I didn't hear my alarm, so I only woke up at eight thirty. I ran to the train station – usually I walk – but I missed the train by two minutes! Then I waited for the next train, the nine fifteen, and everything was fine until we just stopped – just *stopped* – in the middle of nowhere. The guard said that there was a signal problem. After that, the air-conditioning stopped working. It was like an oven – at least a thousand degrees! Finally, after forty minutes, we started moving ... very, very slowly.

B Work in pairs and discuss.

- 1 Which linkers do you use for the beginning and end of the story?
- 2 Which two linkers mean next in the story?

SPEAKING

A EITHER: Imagine you are late for an important event, e.g. a wedding, a date with a boy/girlfriend, a job interview. **OR:** Think of a real situation when you were late. Make notes about five things that happened. Use these questions to help.

- When was it?
- Where were you?
- What happened?
- What did you do?
- What happened finally?

9.4 AIRPORT

DVD PREVIEW

1 Work in pairs and discuss. What are the good and bad things about airports and flying?

A Put the actions below in the correct order.

- a) check in 1
- b) the plane takes off
- c) go through security
- d) wait in the departure lounge
- e) get on the plane
- f) go to the departure gate
- g) do some tax-free shopping
- h) go through passport control

 **9.8** Listen and check. Then listen and repeat.

Read the programme information and underline the correct alternative.

- 1 There's a *computer/weather* problem.
- 2 The programme is about the activities of *airline workers/passengers*.

Airport

BBC

Airport is a TV series about day-to-day life at one of the busiest international airports in the world, London Heathrow. In tonight's programme, there's a computer problem in air traffic control and flights are delayed for hours or cancelled. Hundreds of passengers have to wait in the crowded terminal, so the programme looks at how people are feeling and how they spend their time waiting.



A Work in pairs and discuss. Which things 1–8 below do you do when you have to wait a long time at an airport? Which do you never do? What other things do you do?

- 1 stand in a queue
- 2 make phone calls
- 3 watch a film
- 4 have a snack
- 5 go outside
- 6 argue with airline workers
- 7 play a board game
- 8 sleep on the floor

B Watch the DVD. Tick the activities above you see.

C Watch again and match the person with the activity/activities.

Woman 1

Man 1

Woman 2

Man 2

is trying to get to Amsterdam.

wants to go to Berlin.

is there with her grandmother and parents.

can't find a place in a hotel.

thinks everything is very calm, very 'Zen'.

A Work in pairs. Read problems 1–6 below and discuss. What are two solutions for each problem?

At the airport:

- 1 Your baggage is too heavy, but you don't want to pay the €200 fee.
- 2 Your flight is delayed by twenty-four hours, and there's no place to sleep in the airport.
- 3 You arrive and go to get your luggage. Another passenger is walking out with your bag.

On the plane:

- 4 There's a screaming child in the seat behind you.
- 5 You ordered a vegetarian meal, but when your food arrives, it's chicken curry.
- 6 You can't sleep because a) you're cold and b) there's too much light.

B 9.9 Listen to the conversation. Which problem does the passenger have? What solution does the person give?

C Listen again and tick the key phrases you hear.

KEYPHRASES

There's a small problem here.
But it's very important that [I arrive on time].
You don't understand.
I see/understand, but ...
Let me explain one more time.
It's your job to [bring me a meal].
Can I speak to the person in charge, please?

- A** Read the website about problems when flying.
Which thing do you dislike the most?

What do you hate about flying?

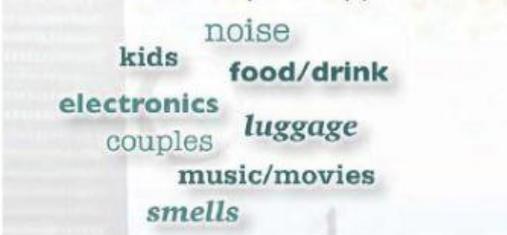
I hate it when ...

... kids run around and scream. Why don't their parents _____ them?

... I'm in the middle seat, and the people on my right and left have a conversation. Why don't they _____ together?

... people stand up before the plane stops at the gate. Why don't they _____ in their seats?

- C** Work in pairs and write three more things for the website list. Use these topics to help you with ideas.



- A** Complete the sentences with *a/an, the* or no article (-).

- 1 Most of us have to use _____ alarm clock to wake up in _____ morning.
- 2 Two of us didn't have _____ breakfast this morning.
- 3 Three of us live in _____ town centre/city centre.
- 4 All of us think _____ bikes are better than _____ cars for travelling in the town/city centre.
- 5 One of us has got _____ motorbike.
- 6 Half of us took _____ taxi home last weekend.
- 7 None of us goes _____ home by train.