Real Edu team

# LISTENING – HOW TO APOLOGISE

***Answer these questions.***

1. Why it is important to apologize at work?

2. What could happen if you do not apologize?

***Watch the video and answer the following questions.***

1. What problem does Mr. Lime mention?
2. What does Anna say to apologize to Mr. Lime?
3. What is the purpose of saying "That is totally unacceptable"?
4. What is the purpose of saying "You have my word that we will sort this out"?
5. Why does Anna suggest including some of the company's latest editions of imitation oranges?
6. How does Mr. Lime feel after the conversation?

LIVEWORKSHEETS

***Let's review the phrases Anna used while apologizing:***

- ✓ *I'm really sorry to hear that, Mr. Lime.*
- ✓ *That's totally unacceptable.*
- ✓ *It must have been very inconvenient for you.*
- ✓ *You have my word that we will sort this out.*
- ✓ *And we could include some of our latest edition imitation oranges to make up for the inconvenience.*
- ✓ *I promise you it won't happen again.*

LIVEWORKSHEETS