5.4 THE PERFECT APOLOGY?

1 READING

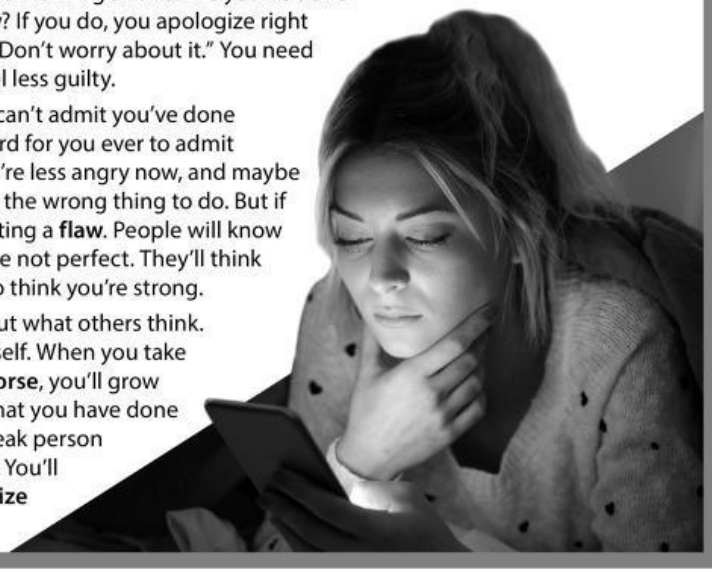
A **Read the blog post about apologies. Does the writer think apologies matter a little or a lot? How do you know?**

Apologies | Post comment Share Home

Why do we find it so hard to apologize? We teach children from a very young age to say, "I'm sorry." But as adults, we can find it hard to say.

Imagine a situation which deserves an apology: It's late at night. You're very angry with someone. You post or tweet something terrible about that person. What happens next?

That depends. Do you wake up in the morning and realize you've done something awful? Do you feel guilty? If you do, you apologize right away. You hope you'll hear, "It's OK. Don't worry about it." You need that **forgiveness** so that you can feel less guilty.



But what about if you wake up and can't admit you've done anything wrong? What if it's very hard for you ever to admit you've done something wrong? You're less angry now, and maybe you know that sending the text was the wrong thing to do. But if you say you're sorry, you'll be admitting a **flaw**. People will know you did something wrong and you're not perfect. They'll think you're weak when you want them to think you're strong.

You know what? Stop worrying about what others think. Think about what you think of yourself. When you take responsibility and express true **remorse**, you'll grow as an individual. Feeling sorry for what you have done is a good thing. You won't be the weak person you were in the middle of the night. You'll be a strong person who can **recognize** your mistakes.

B UNDERSTANDING MEANING FROM CONTEXT **Match the words from the reading (1–4) with their meaning (a–d). Then underline the words in the text that helped you guess the meaning.**

1	forgiveness	____	**a** the feeling that you are sorry for something bad you have done
2	flaw	____	**b** admit that something that is often unpleasant is true
3	remorse	____	**c** something about us that shows we are not perfect
4	recognize	____	**d** no longer being angry at someone who has done something bad to you

2 LISTENING

A 5.01 **Listen to the conversation. Check (✓) the things the man and the woman mention.**

1 The man says what he did wrong. ☐
2 The woman gives advice about making apologies. ☐
3 The woman tells Marco words he should not use in an apology. ☐
4 The man says what happened after he apologized. ☐

LIVEWORKSHEETS

3 WRITING

A **Read the note of apology. Underline the parts where the writer uses the same language in two different sentences. Then replace the repeated words with words from the box.**

offer you this gift ~~his behavior~~ his service



B **You are the owner of a clothing store. Last week, a sales clerk in your store was rude to a customer. Write an apology to the customer. Use the email in exercise 3A as an example.**

CHECK AND REVIEW

Read the statements. Can you do these things?

UNIT 5

Mark the boxes. ☑ I can do it. ? I am not sure. I can …		If you are not sure, go back to these pages in the Student's Book.
VOCABULARY	☐ use specific terms to describe different types of stories.	page 44
	☐ use expressions to talk about making and breaking plans.	page 46
GRAMMAR	☐ order events in the past using the past perfect.	page 45
	☐ use *was/were going to* and *was/were supposed to* for plans in the past that changed or were cancelled.	page 47
FUNCTIONAL LANGUAGE	☐ react to problems and disappointing news.	page 48
	☐ accept bad news.	page 49
SKILLS	☐ write an apology.	page 51
	☐ avoid repetition in writing.	page 51

LIVEWORKSHEETS