COMPLAINT AND APOLOGIES

Zoom in, read the letter and answer the questions correctly.

Dear Friend,

I am writing to express my deepest apologies for missing the deadline for the project report. I understand that this has caused significant inconvenience and disruption to the team, and for that, I take full responsibility.
Unfortunately, I encountered some unexpected personal issues that prevented me from completing my part of the project on time. I know this is not an excuse, but I hope it provides some context for my failure to meet the deadline.
I have already taken steps to ensure that this does not happen again. I have reorganized my schedule and put in place measures to better manage unexpected situations.
Once again, I sincerely apologize for any problems this has caused. I value your understanding and support.

Sincerely,
Sarah

1 What is the main purpose of Sarah's email?
a) To explain the reasons for missing the deadline
b) To express remorse and take responsibility
c) To propose solutions to prevent future issues
d) All of the above

2 Which phrase indicates that Sarah accepts blame for her actions?
a) "I encountered some unexpected personal issues..."
b) "...for that, I take full responsibility."
c) "I have already taken steps to ensure that this does not happen again."
d) "I value your understanding and support."

3 What has Sarah done to prevent similar situations in the future?
a) She has asked for an extension on all future deadlines.
b) She has delegated her tasks to other team members
c) She has reorganized her schedule and implemented better management strategies
d) She has not mentioned any specific actions

4 Which closing salutation would be most appropriate for Sarah to use in this email?
a) Yours faithfully,
b) Best regards,
c) Cheers,
d) Talk soon,

5 Based on the email, how would you describe Sarah's tone?
a) Angry and defensive
b) Casual and dismissive
c) Sincere and apologetic
d) Confident and assertive

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