

## apologise

Sorry I'm late.  
Sorry to keep you waiting.  
I'm really sorry.  
I apologise.  
Sorry about that.

## accept the apology

Don't worry.  
No problem.  
It's/That's fine.  
It's/That's OK.  
Never mind.

We use these phrases to give a reason and accept responsibility.

## give a reason

There was a (delay/problem with ...)  
My (train) was delayed.  
My (train/flight) got cancelled.  
I got the (date/time) wrong.  
The (traffic/journey) was terrible.  
I got lost.

## accept responsibility

I made a mistake.  
It was (my/our) fault.

We use these phrases to say we will take action.

## take action

I'll be there as soon as possible.  
I'll call you back.

## PRACTICE

### 1 Match the sentence halves.

1 Sorry I'm	a that.
2 Sorry to keep	b date wrong.
3 Sorry about	c lost.
4 Don't	d you waiting.
5 Never	e worry.
6 I got the	f soon as possible.
7 My flight	g mind.
8 I got	h late.
9 It was my	i fault.
10 I'll be there as	j was delayed.

### 2 Complete the words in the conversations.

1 A: John?  
B: Yes.  
A: It's Mary here. Sorry to keep you <sup>1</sup>w.....!  
My train was <sup>2</sup>d..... by thirty minutes.  
B: Oh, that's OK.  
A: I'm just walking past the museum now. I'll be there as soon as <sup>3</sup>p.....  
B: <sup>4</sup>N..... problem. See you soon.

2 A: I missed your party yesterday! I'm sorry.  
B: Don't <sup>5</sup>w..... Is everything OK?  
A: Yes. I <sup>6</sup>g..... the date wrong. I thought the party was next week. It was my <sup>7</sup>f.....  
B: Oh no! Well, never <sup>8</sup>m..... You can come to the next one.

3 A: <sup>9</sup>S..... I'm late! The traffic <sup>10</sup>w..... terrible.  
B: <sup>11</sup>T..... OK. Have a seat.  
A: There was a delay on Main Street, so I took a different route, but then I <sup>12</sup>g..... lost!  
B: Oh, no! Well, you're here now.

### 3 Complete the conversations with the phrases in the box.

I'll be there as soon as possible  
I made a mistake with the time It was my fault  
Never mind Sorry to keep you waiting  
The traffic was terrible

1 A: <sup>1</sup>..... My train was cancelled. I had to wait for the next one.  
B: That's OK. I've only just arrived, too. <sup>2</sup>.....  
The journey took me over an hour.

2 A: Sorry I'm late. I got lost. <sup>3</sup>..... I forgot to note down your address.  
B: <sup>4</sup>..... You're here now.

3 A: I've just seen that this morning's meeting starts at 10 a.m. <sup>5</sup>..... I thought it started at 11 a.m. and I'm out meeting a customer. <sup>6</sup>..... I might be late though.  
B: Don't worry. I'll let you know if you miss anything.



#### 4. Complete the table with the phrases in the box.

I got lost. I'll call you back.  
It was our fault. Never mind.  
Sorry about that.

saying sorry	Sorry I'm late./Sorry to keep you waiting. I apologise. 1
giving a reason	There was a ... delay/problem with ... My train/flight was delayed/cancelled. I got the date/day/time/address wrong. The traffic was terrible. 2
accepting responsibility	I made a mistake. 3
taking action	I'll be there as soon as possible. 4
responding and reassuring	Don't worry. No problem. It's/That's fine. 5

#### 7. Choose the correct words to complete the conversations.

1 A: Sorry to keep you waiting. My flight was delayed.  
B: **That's OK.** / I made a mistake.

2 A: Sorry, this line's really bad. **Never mind.** / I'll call you back.  
B: No problem.

3 A: I'm really sorry! **I got lost** / There was a problem with my wifi.  
B: It's fine. Are you ready to start now?

4 A: I apologise. I made a mistake / **That's OK** with the address.  
B: That's fine.

5 A: Sorry! **I got** / I apologise the time wrong.  
B: Don't worry. I've just arrived, too.

B 2.08 | Listen and check your answers.

#### 8.

#### 2.05 | Complete the sentences with one word in each gap. The first letter is given. Listen again and check.

- 1 a ..... My train was d ..... .
- 2 I'm r ..... sorry. I think that was my f ..... .
- 3 Sorry to k ..... you waiting.
- 4 I made a m ..... when I put the information into the computer.
- 5 S ..... about that.
- 6 N ..... mind. These things happen.
- 7 Let me check to see what happened ... . I'll call you b ..... .

#### 5. Complete the excuses with *get* or *make* in the correct form.

- 1 So sorry I'm late. I ..... lost on the way here.
- 2 I need to ..... an urgent phone call.
- 3 I thought you didn't want to go out, so I ..... other plans.
- 4 Sorry I'm late. I ..... held up by the traffic.
- 5 My friends have ..... a mess in here and I haven't tidied it up yet. Sorry.
- 6 Sorry I wasn't on time. I ..... off at the wrong train stop!
- 7 Do you have to work tomorrow? We had ..... plans to go out for the day.

#### 6. Complete the conversation using words from the box.

best did got held made mistake stopped wrong

A: What an awful morning!

B: Why?

A: Firstly, my daughter <sup>1</sup> ..... a terrible mess. Then the bus got <sup>2</sup> ..... up in traffic.

B: Oh dear!

A: Then I made a <sup>3</sup> ..... and <sup>4</sup> ..... off at the wrong bus stop.

B: Anything else?

A: Yes. I'd got the <sup>5</sup> ..... day for the meeting. It's tomorrow.

#### 9. Complete the phone conversation between a professor (P) and a student (S) with phrases from the box.

apologise as soon as possible my fault  
no problem sorry about that traffic's terrible

P: Hello, is that Alex?

S: Yes, it is.

P: It's Professor Brown. You're late to our meeting.

S: Yes, <sup>1</sup> ..... The <sup>2</sup> ..... this morning and the bus isn't moving.

P: OK, <sup>3</sup> ..... We can talk on the phone. You haven't sent your project to me.

S: I <sup>4</sup> ..... It's <sup>5</sup> ..... I got the wrong date. I thought we had to send it by the 15th, not the 5th.

P: Well, never mind. You can have a few more days.

S: That would be great thank you.

P: Come to my office when you get here and we can agree on the date.

S: I'll be there <sup>6</sup> .....

P: Great. See you soon.

B 2.07 | Listen and check.