

apologise	accept the apology
Sorry I'm late.	Don't worry.
Sorry to keep you waiting.	No problem.
I'm really sorry.	It's/That's fine.
I apologise.	It's/That's OK.
Sorry about that.	Never mind.

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

give a reason	accept responsibility
There was a (delay/problem with ...)	I made a mistake.
My (train) was delayed.	It was (my/our) fault.
My (train/flight) got cancelled.	
I got the (date/time) wrong.	
The (traffic/journey) was terrible.	
I got lost.	

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 'w.....! My train was '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 'p.....  
B: 'N..... problem. See you soon.
- 2 A: I missed your party yesterday! I'm sorry.  
B: Don't 'w..... Is everything OK?  
A: Yes. I 'g..... the date wrong. I thought the party was next week. It was my 'f.....  
B: Oh no! Well, never 'm..... You can come to the next one.
- 3 A: 'S..... I'm late! The traffic 'w..... terrible.  
B: 'T..... OK. Have a seat.  
A: There was a delay on Main Street, so I took a different route, but then I '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: '..... My train was cancelled. I had to wait for the next one.  
B: That's OK. I've only just arrived, too. '..... The journey took me over an hour.
- 2 A: Sorry I'm late. I got lost. '..... I forgot to note down your address.  
B: '..... You're here now.
- 3 A: I've just seen that this morning's meeting starts at 10 a.m. '..... I thought it started at 11 a.m. and I'm out meeting a customer. '..... 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

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

- So sorry I'm late. I \_\_\_\_\_ lost on the way here.
- I need to \_\_\_\_\_ an urgent phone call.
- I thought you didn't want to go out, so I \_\_\_\_\_ other plans.
- Sorry I'm late. I \_\_\_\_\_ held up by the traffic.
- My friends have \_\_\_\_\_ a mess in here and I haven't tidied it up yet. Sorry.
- Sorry I wasn't on time. I \_\_\_\_\_ off at the wrong train stop!
- 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.

7. Choose the correct words to complete the conversations.

- A: Sorry to keep you waiting. My flight was delayed.  
B: **That's OK.** / **I made a mistake.**
- A: Sorry, this line's really bad. **Never mind.** / **I'll call you back.**  
B: No problem.
- 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?
- A: I apologise. **I made a mistake** / **That's OK** with the address.  
B: That's fine.
- 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. Complete the sentences with one word in each gap. The first letter is given. Listen again and check.

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

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.