

1 3.2 Listen and repeat the phrases.

SPEAKING

Apologising and responding to apologies

Apologising

I'm (really/so) sorry.

I didn't mean to do that/it.

I feel terrible.

Responding to apologies

Never mind.

No problem.

Don't worry.

Honestly!

That's all right.

Just be more careful.

2 Complete the table with the phrases below.

Don't worry. Honestly! I didn't mean to do that.
I feel terrible. ~~I'm (really/so) sorry.~~ Just be more careful.
Never mind. No problem.

Apologising	Responding to apologies
<i>I'm (really/so) sorry.</i>	

3 Choose the correct response.

- 1 I'm sorry I'm late.
 - a I didn't mean to do that.
 - b I feel terrible.
 - ☒ c No problem.
- 2 I'm sorry – I dropped your book in the bath.
 - a I feel terrible.
 - b It's all my fault.
 - c Never mind.
- 3 I'm sorry I didn't remember to bring your DVD.
 - a No problem.
 - b I feel terrible.
 - c Just be more careful.
- 4 I'm sorry I knocked your cup off the table.
 - a I didn't mean to do that.
 - b I'm sorry.
 - c Don't worry.
- 5 I'm sorry I burned the dinner.
 - a I'm really sorry.
 - b Just be more careful.
 - c I feel terrible.

4 **3.3** Complete the dialogues with one word in each gap. Listen and check.

- 1 A: I'm sorry. I've got tickets for the wrong concert. I feel terrible.
B: _____! They were really expensive!
- 2 A: I'm sorry. I didn't finish my homework last night.
B: _____ mind. You can give it in tomorrow.
- 3 A: I'm really late for the meeting. I'm really _____.
B: No _____. Jane's not here yet.
- 4 A: I'm sorry, but I have to leave early. I need to go to the dentist.
B: Don't _____, it's fine.
- 5 A: Oops! I deleted your file. Sorry, I didn't _____ to do that.
B: Really? Now I've got to write it all again! Just be more _____ next time.
- 6 A: I'm really sorry. I showed Tommy a photo of you and your French friend in the summer. I feel _____.
B: That's all _____.