

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.

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

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

- A: I'm sorry. I've got tickets for the wrong concert. I feel terrible.  
B: \_\_\_\_\_! They were really expensive!
- A: I'm sorry. I didn't finish my homework last night.  
B: \_\_\_\_\_ mind. You can give it in tomorrow.
- A: I'm really late for the meeting. I'm really \_\_\_\_\_.  
B: No \_\_\_\_\_. Jane's not here yet.
- A: I'm sorry, but I have to leave early. I need to go to the dentist.  
B: Don't \_\_\_\_\_, it's fine.
- 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.
- 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 \_\_\_\_\_.

