1 3.2 Listen and repeat the phrases.

SPEAKING Apologising and responding to apologies

Apologising	Responding to apologies
I'm (really/so) sorry.	Never mind.
I didn't mean to do that/it.	No problem.
I feel terrible.	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'm (really/so) sorry.	

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 _____.



LIVEWORKSHEETS