

# I'm so Sorry!

Name: .....

Class: .....

Complete the following dialogues with suitable expressions of apology and their responses from the box.

**forgive me**

**like to apologize**

**alright**

**We're terribly sorry**

**do happen**

**Don't worry about it**

**problem**

**sorry I couldn't come**

## 1. In a convenience store

Customer : Excuse me.

Shop assistant : Yes. Can I help you?

Customer : Hmm I think I should have got Rp. 30.000 but I only got Rp. 25.000 for the exchange.

Shop assistant : Oh, \_\_\_\_\_, Sir. I must have overlooked it.

Customer : It's \_\_\_\_\_

Shop assistant : Here is Rp. 5.000

Customer : Thank you.

Shop assistant : You're welcome.



## 2. At school

Dani : Hi, Dika. I didn't see you in the English club yesterday.

Dika : Yeah, I'm \_\_\_\_\_.

Dani : Well, no \_\_\_\_\_, But, what happened?

Dika : I had to finish the science project. This morning was the deadline.

Dani : Oh, I see.

## 3. In a travel agent

Travel agent : Good morning. Samudra Tours and Travel. Can I help you?

Client : Yes, I was scheduled to go to Semarang this morning at five, but there's no notification whether it's delayed or not.

Travel agent : Oh, there's a delay for about 45 minutes. We have technical problems. We would \_\_\_\_\_ for the delay and leaving you uninformed.

Client : Well, these things \_\_\_\_\_.

Travel agent : \_\_\_\_\_, Ma'am.

Client : \_\_\_\_\_, But later on, please give the clients notification.

Travel agent : Yes, Ma'am. We will make sure this thing will not happen anymore.

