

Practically speaking | How to apologize

- 1 When was the last time you said 'sorry'? Why did you say it?
- 2 ▶ 5.4 Listen to conversations 1–3. Match the problem with the reason in each one. Write 1, 2 or 3.

Problem	Reason
didn't phone the hotels ____	forgot ____
arrived late ____	was busy ____
didn't send the report ____	train was late ____

- 3 ▶ 5.4 Listen again and complete the apologies from the three conversations.
 - 1 Hello. _____. My train was very late.
 - 2 No, I didn't. _____. I was really busy yesterday.
 - 3 Oh no! I forgot! _____. I'll do it now.
- 4 Work with a partner. Take turns to apologize in these situations. Give reasons.
 - You are in a traffic jam and will be late for a job interview. Call the company.
 - You couldn't email your boss a report because you had technical problems with your computer. Take him a hard copy and explain the problem.
 - You weren't at the meeting this morning. Your manager asks you why.
 - It's your team leader's birthday today. You talked to the team and you agreed to buy the cake, but you forgot. Speak to one of the team.
 - A customer didn't receive a delivery because you made a mistake with their address. Call the customer.

Tip | That's OK / No problem!

Use *That's OK* or *No problem* to respond to an apology:

A *I'm really sorry I forgot your birthday.*

B *No problem!*

APOLOGIZING

Apologizing

I'm sorry
I'm so/very sorry if I
I apologize for.....
Please accept my apologies for.....
I'm sorry to bother you
I'm sorry to interrupt you
I'm sorry I didn't mean that
Sorry to have kept you waiting

Accepting an apology

That's okay
That's all right
No Problem
Never mind
It doesn't matter
I accept your apology(apologies)
That's quite all right
Don't worry

Read the following dialogue:

Andy : Excuse me, Sir.

Teacher : Why are you so late, Andy?

Andy : I am very sorry, but I got a traffic jam.

Teacher : Really? You told me the same thing every time you came late.

Andy : But, Sir. I was really trapped in the traffic jam. I do apologize.

Teacher : Next time, please come earlier, otherwise you will miss the lesson.

Andy : Ok, sir. I promise!

Teacher : Good! Then you may have a seat.

Make conversations based on the situations below:

1. You had an appointment to meet your girl friend, but you were late because of the traffic jam
2. You have lost your friend's ticket to a concert.
3. You have let your friend copy your answers to the homework but all the answers were wrong
4. You borrowed a book from a friend a few days ago. You promised to give it back today, but you forgot to bring it. Your friend really needs the book because he is going to have a test tomorrow. Apologize him and offer the solution.

Business communication | Solving problems

1 Do you have these problems at work? Who normally solves them?

- late deliveries
- bad products or services
- machinery or equipment not working
- human mistakes
- angry customers

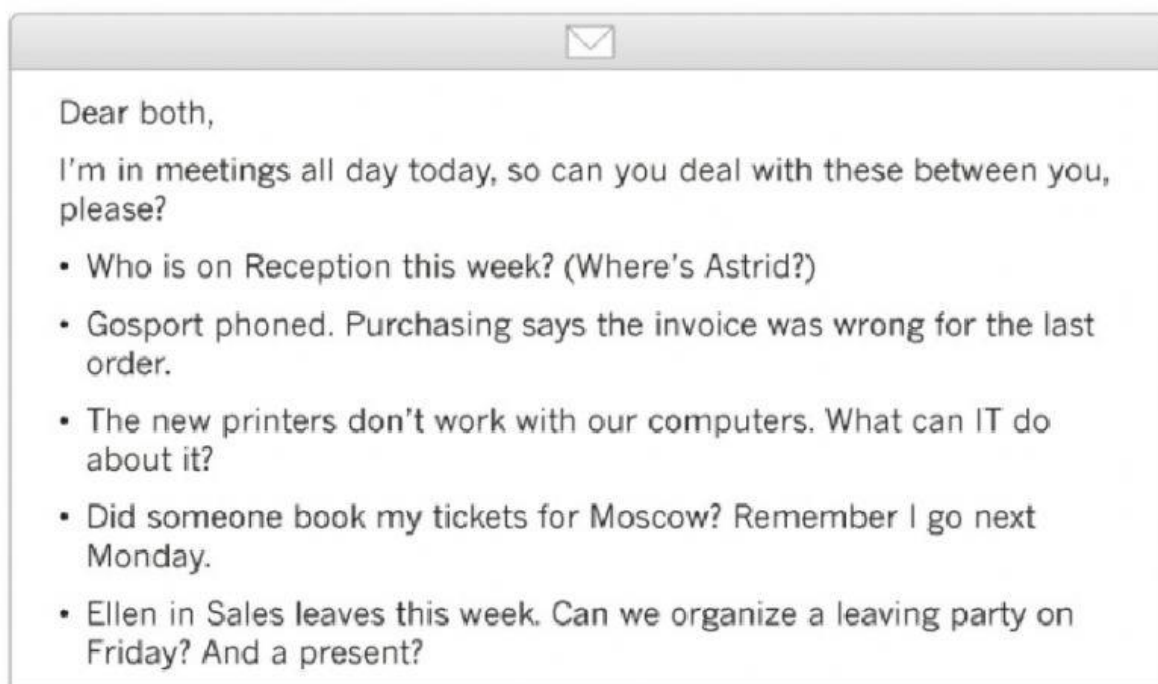
2 ▶ 5.5 Listen to a phone call. Which problems in **1** do they have?

3 ▶ 5.5 Listen again and complete the expressions from the conversation.

- 1 We _____ a problem with the order for Gosport.
- 2 We _____ all the baseball bats and T-shirts yesterday so I _____ ship them tomorrow. But the logos on the caps _____.
- 3 We _____ fix the machine today and print them again.
- 4 OK. _____ worry.
- 5 I know the Purchasing Manager at Gosport, so I _____ to him ...
- 6 We _____ give another delivery date for this.
- 7 Sure. I _____ the factory now and I _____ you know as soon as I can.
- 8 That _____ be great. Thanks a lot.



4 Read this email from your boss.



Work with a partner. Discuss the problems in the emails. **Student A**, turn to page 112. **Student B**, turn to page 118.

5 Think of a problem at work this week. Explain it to your partner. Take turns to try and solve your partner's problem and promise action.

Student A

Read more information about the problems in the email.

- Astrid, the receptionist, is sick today.
- You called IT about the printers, but no one answered.
- You didn't remember to book the tickets.
- You can buy Ellen a leaving present.

Now call your partner.

- 1 Explain and solve the problems together.
- 2 Promise action.

Student B

Read more information about the problems in the email.

- Your assistant is not very busy today.
- We emailed the wrong invoice. You'll contact them after the meeting.
- The IT department has a training course today and tomorrow.
- You booked a restaurant for Ellen's leaving party.

Now call your partner.

- 1 Explain and solve the problems together.
- 2 Promise action.