

SORRY!

Match the situations with the most appropriate answers according to context

1. You kept someone who is phoning you on hold for a long time
 2. You have arrived late at a restaurant
 3. You have spilt someone's drink
 4. A customer has just shown you a dirty spoon.
 5. You have to tell someone their flight has been cancelled
 6. You didn't hear someone
 7. Your wife has found out about your secret girlfriend
 8. You are telling someone they are losing their job.
 9. You behaved badly when you were drunk last night.
 10. Someone enters while you are on the phone
 11. Someone is speaking a language you don't know
 12. You are phoning someone again to ask another question
 13. You need someone to move so you can get off the train.
 14. You spilled your drink on your own clothes
 15. A waiter brought you the wrong food.
 16. You accidentally burp after a big meal
 17. You are trying to stop a stranger to ask for directions.
 18. You are a child who has broken someone's window
 19. You have eaten your friend's chocolates
 20. You have just blown your nose in front of someone
 21. You see someone smoking where they shouldn't
 22. You didn't follow someone's instructions
- A. "I'm terribly sorry. Let me buy you another one."
 - B. "I'm sorry, but this isn't what I ordered."
 - C. "Pardon me!"
 - D. "I regret to inform you that there has been a problem."
 - E. "There is no excuse for my actions."
 - F. "Sorry, I'll just be a minute."
 - G. "Sorry. I think I've caught a cold."
 - H. "I'm afraid that isn't allowed here."
 - I. "Sorry to bother you again, but there's one more thing I don't understand"
 - J. "Sorry I'm late. Have you been waiting long?"
 - K. "Excuse me. Can you help me?"
 - L. "I'm sorry. I can't understand what you are saying."
 - M. "I'm afraid I'd had a little too much."
 - N. "I'm sorry sir; I'll bring you a clean one right away."
 - O. "I'll never do it again, I promise!"
 - P. "Pardon?"
 - Q. "Excuse me, can I just..."
 - R. "I'm so sorry. I didn't realise they were yours."
 - S. "I'm sorry, I misunderstood."
 - T. "I'm sorry to have to tell you that..."
 - U. "Sorry to keep you waiting."
 - V. "Whoops."