

VOCABULARY

collocations with *get* and *make*

- 1 A** Complete the excuses with *get* or *make* in the correct form.
- 1 So sorry I'm late. I _____ lost on the way here.
 - 2 I need to _____ an urgent phone call.
 - 3 I thought you didn't want to go out, so I _____ other plans.
 - 4 Sorry I'm late. I _____ held up by the traffic.
 - 5 My friends have _____ a mess in here and I haven't tidied it up yet. Sorry.
 - 6 Sorry I wasn't on time. I _____ off at the wrong train stop!
 - 7 Do you have to work tomorrow? We had _____ plans to go out for the day.

- B** Complete the conversation using words from the box.

best did got held made mistake stopped wrong

A: What an awful morning!

B: Why?

A: Firstly, my daughter ¹ _____ a terrible mess. Then the bus got ² _____ up in traffic.

B: Oh dear!

A: Then I made a ³ _____ and ⁴ _____ off at the wrong bus stop.

B: Anything else?

A: Yes. I'd got the ⁵ _____ day for the meeting. It's tomorrow.

How to ...

apologise and give reasons

- 2 A** **2.05** | Listen to the conversations and choose the correct words.

Conversation 1

- 1 Arin is late because his **bus** / **train** was held up.
- 2 Mary says that it **is** / **isn't** fine that Arin is late.
- 3 Mr Hill received **20** / **200** boxes of paper.
- 4 Mary says that it **is** / **isn't** a problem about the mistake.

Conversation 2

- 5 Mr Hill **accepts** / **doesn't accept** Arin's apology.
- 6 Mr Hill **is** / **isn't** happy with Arin's offer to collect the paper.
- 7 Mr Hill explains that the number of office chairs that arrived **was** / **wasn't** correct.
- 8 Arin says he will **phone** / **visit** Mr Hill later.

- B** **2.05** | Complete the sentences with one word in each gap. The first letter is given. Listen again and check.

- 1 I a _____ . My train was d _____ .
- 2 I'm r _____ sorry. I think that was my f _____ .
- 3 Sorry to k _____ you waiting.
- 4 I made a m _____ when I put the information into the computer.
- 5 S _____ about that.
- 6 N _____ mind. These things happen.
- 7 Let me check to see what happened ... I'll call you b _____ .

PRONUNCIATION

- 3** **2.06** | **intonation for apologising** | Listen to two speakers making the same apology. Which speaker uses the correct intonation each time: a or b?

- | | |
|-----------------|-----------------|
| 1 Speaker _____ | 3 Speaker _____ |
| 2 Speaker _____ | 4 Speaker _____ |

SPEAKING

- 4 A** Complete the phone conversation between a professor (P) and a student (S) with phrases from the box.

apologise as soon as possible my fault
no problem sorry about that traffic's terrible

P: Hello, is that Alex?

S: Yes, it is.

P: It's Professor Brown. You're late to our meeting.

S: Yes, ¹ _____. The ² _____ this morning and the bus isn't moving.

P: OK, ³ _____. We can talk on the phone. You haven't sent your project to me.

S: I ⁴ _____. It's ⁵ _____. I got the wrong date. I thought we had to send it by the 15th, not the 5th.

P: Well, never mind. You can have a few more days.

S: That would be great thank you.

P: Come to my office when you get here and we can agree on the date.

S: I'll be there ⁶ _____.

P: Great. See you soon.

- B** **2.07** | Listen and check.

- C** **2.08** | You are the student in the conversation in Ex 4A. Listen and speak after the beep. Record the conversation if you can.

- D** Listen to your recording and compare it to the model in Ex 4B.