

A: It's understandable to feel that way. The important thing is that you acknowledge the mistake and take steps to correct it. People are usually understanding about these things.

A: Oh no, but don't worry too much. Mistakes happen, especially when you're new. Just let your supervisor know and they can help you sort it out.

B: I feel terrible about it. What if the customer gets upset?

B: I think I just sent an email to the wrong customer. I couldn't sleep last night.

1. _____

2. _____

3. _____

4. _____