4.4 COMMUNICATION Apologies

I can say sorry and respond to an apology.

09 Apologising.

A: I'm so sorry. Sorry about that! Sorry, my mistake.	B: It's OK. That's all right. No problem.

1 Put the sentences in the dialogues in the correct order.

1 a ☐ Are you sure?
b ☐ It's OK.
c [1] Oh no! I'm so sorry!
d ☐ Yes, it's all right.

2 a ☐ Oh, my mistake. Here you are.
b ☐ Thanks.
c ☐ Hey! That's my book!

3 a ☐ That's all right.
b ☐ Yes, no problem.
c ☐ Oops! Sorry!
d ☐ Are you sure?

2 Read the dialogues. Circle the correct answer.

1 A: I'm sorry.
B: (a) That's all right.
b Thank you.

2 A: Sorry about that!
B: a No problem.
b Are you sure?

3 A: Oh no! Look at that! I'm so sorry!
B: a Yes, 'I'm fine.
b It's OK.

4 A: Sorry, it's my mistake.
B: a Are you sure?
b That's all right.

5 A: Where's my book?
B: a Sorry, my mistake.
b Sorry, I've got it.

3 Complete the dialogues with one word in each gap.

1 A: I can't find my book!
B: I've got it! [1]*Sorry* about that.
A: [2]_____ all right.

2 A: Oops! I'm so [3]_____!
B: It's OK.
A: Are you [4]_____?
B: Yes, no [5]_____.

3 A: These aren't my keys.
B: Sorry, my [6]_____. Here you are.
C: It's [7]_____.

4 Look at the picture. Complete the dialogue.

Matt: *Jason, that's my bag!*
Jason: _____
Matt: _____

LIVEWORKSHEETS