

1 3.2 Listen and repeat the phrases.

SPEAKING

Apologising and responding to apologies

Apologising

I'm (really/so) sorry.
I didn't mean to do that/it.
I feel terrible.

Responding to apologies

Never mind.
No problem.
Don't worry.
Honestly!
That's all right.
Just be more careful.

2 Complete the table with the phrases below.

Don't worry. Honestly! I didn't mean to do that.
I feel terrible. I'm (really/so) sorry. Just be more careful.
Never mind. No problem.

Apologising	Responding to apologies
<i>I'm (really/so) sorry.</i>	

3 Choose the correct response.

- I'm sorry I'm late.
 - I didn't mean to do that.
 - I feel terrible.
 - ☒ No problem.
- I'm sorry – I dropped your book in the bath.
 - I feel terrible.
 - It's all my fault.
 - Never mind.
- I'm sorry I didn't remember to bring your DVD.
 - No problem.
 - I feel terrible.
 - Just be more careful.
- I'm sorry I knocked your cup off the table.
 - I didn't mean to do that.
 - I'm sorry.
 - Don't worry.
- I'm sorry I burned the dinner.
 - I'm really sorry.
 - Just be more careful.
 - I feel terrible.

4 3.3 Complete the dialogues with one word in each gap. Listen and check.

- A: I'm sorry. I've got tickets for the wrong concert. I feel terrible.
B: _____! They were really expensive!
- A: I'm sorry. I didn't finish my homework last night.
B: _____ mind. You can give it in tomorrow.
- A: I'm really late for the meeting. I'm really _____.
B: No _____. Jane's not here yet.
- A: I'm sorry, but I have to leave early. I need to go to the dentist.
B: Don't _____, it's fine.
- A: Oops! I deleted your file. Sorry, I didn't _____ to do that.
B: Really? Now I've got to write it all again! Just be more _____ next time.
- A: I'm really sorry. I showed Tommy a photo of you and your French friend in the summer. I feel _____.
B: That's all _____.

