

More words you need...



- ▶ **I'm really/so/very sorry.** used to say 'sorry' in a strong way
- ▶ **I'm sorry to trouble you/to disturb you, etc.** used to say that you are sorry to stop what someone is doing to ask them something
- ▶ **I'm sorry about (the mess/the noise), etc.** used to say you are sorry about something you have done
- ▶ **I'm afraid ...** used before you tell someone something bad
- ▶ **That's okay.**
- ▶ **Don't worry (about it).**
- ▶ **It's fine.**
- ▶ **It doesn't matter.**

used when someone says sorry to you, to make them feel less worried

Exercise 3

Match the sentences (1–6) with the replies (a–f).

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| 1 I'm sorry to disturb you. Could I have a word, please? | a Oh, it doesn't matter! I had plenty of cards on the day. |
| 2 I'm afraid we've eaten all the food and there's nothing left. | b That's OK. I've already had dinner. |
| 3 I'm so sorry I forgot your birthday! | c Don't worry. I've only just got here myself. |
| 4 I'm sorry we're so late! | d Oh, that's OK. I know you'll tidy it up. |
| 5 I'm sorry about the mess in the living room. | e Don't worry – I'm sure Carol can take me. |
| 6 I'm afraid I won't be able to take you to the game tonight – I don't have the car. | f Of course. I'll be with you in just a second. |

Responding to sorry



When someone says sorry, it is normal to use two expressions to respond:

- ▶ **A: I'm so sorry we're late.**
- ▶ **B: Don't worry – it doesn't matter. People are only just arriving!**

Exercise 4



In the following dialogues, someone is saying sorry and someone else is responding. Complete the dialogues (1–4) and match them with the pictures (a–d). Listen and check.



1 b

A: I'm sorry to disturb you. Rebecca is on the phone – she says it's important.
B: It's . We've just finished the meeting anyway.

2

A: about the mess. I'll clean it up, I promise.
B: Don't . I'll help you after dinner.

3

A: I've broken a mug.
B: Don't – it doesn't . I have loads of mugs!

4

A: I'm going to be late home this evening.
B: That's – don't . We can have dinner later.

Use the words you've learned...

Imagine different situations in which you have to ask for something, thank someone and say sorry for something. Write three dialogues and practise them.