

## Listening: Apologies

**7** **2.24** When we accept an apology, we often say things like *It's all right*, *Don't worry* and *Forget it*. Listen to three conversations where people apologize for things they have done. For each person answer these questions.

- 1 What did they do wrong?
- 2 What was their excuse?
- 3 Was their apology accepted?

**8** Listen again and complete these sentences.

1  
I'm sorry. The phone \_\_\_\_\_ so I was \_\_\_\_\_ to answer it.

I \_\_\_\_\_ remember. \_\_\_\_\_ and lock it now.

2  
I wasn't thinking \_\_\_\_\_.

I'm \_\_\_\_\_ sorry. I'm usually so careful about \_\_\_\_\_.

It \_\_\_\_\_, I promise.

3  
I'm sorry. \_\_\_\_\_ and I didn't hear you.

I didn't mean to \_\_\_\_\_ you.

**9** Look at some things English speakers often do and say when they apologize. Then listen to the conversations again and find more examples of people doing these things.

### Making excuses

Explain they didn't mean to do it.	<i>It was an accident.</i>
Say it was just a temporary thing and not how they normally behave.	<i>I don't normally do that. I wasn't paying attention.</i>
Say that something else was partly responsible.	<i>The weather was really bad. The traffic was terrible.</i>
Offer to put things right.	<i>I'll sort it out.</i>
Make promises.	<i>I'll never do that again.</i>

## Speaking: Making excuses

**10** Work in pairs. Roleplay these conversations. Take turns to make excuses in these situations. You can decide whether to accept your partner's apologies or not.

**1** A client left you a voicemail message four days ago and you didn't return their call. Ring them and apologize for the delay.

**2** There was a weekly team meeting yesterday afternoon but you didn't go. Tell your boss you're sorry and give an excuse.

**3** You had a loud party last night that probably disturbed your neighbours. Today you must apologize.

**4** Your friend lent you a book three months ago. You forgot you had it so you're only just returning it now.

**5** You picked up the wrong papers at the end of a meeting and took your partner's private files as well as your own. Give them back and say you're sorry.

**6** You didn't do the homework for your English class. Apologize to your teacher and explain why.

**7** You weren't looking where you were going in a restaurant, and you bumped into a waiter. They were carrying food that fell onto another customer. Apologize.

**8** You borrowed €50 from a friend and promised to repay them today. Explain why you can't and apologize.

## Writing: An apology

**11** Unfortunately, you had to miss an important meeting yesterday. Write an email to the organizer.

- Apologize
- Explain why you could not attend (invent a reason).
- Ask for a copy of the meeting minutes.