

9H – Review Answers



Try these

Answers may vary

Read the conversations and answer the following questions.

1. What is James apologising about?

James is apologising for cancelling plans with his friend multiple times.

2. What is the employee apologising about?

The employee is apologising for deleting an important file at work.

3. What kind of agreement do James and Reggie reach?

James and Reggie agree to meet and talk over a beer.

4. What kind of agreement do the employee and his boss reach?

The boss and the employee agree to try and fix the problem. The employee will re-do the work that was deleted, and the boss will ask the clients if they're willing to extend their deadline.

Rewrite the following sentences using your own words instead of the underlined ones.

1. This new client is keeping me on my toes.

This new client is asking me a lot of questions and forcing me to stay alert.

2. I'm struggling to keep up.

I'm so busy that it's hard for me to get all of my work done.

3. There's been a bit of a snag in getting everything together.

We have a problem with the project we're working on.

4. I don't think we can make today's deadline.

I don't think we'll be able to get the project to the client on time.

5. In hindsight, we should have done some tests much earlier.

Looking back, we should have done some tests earlier to avoid this problem.



You try

Answers will vary

Imagine you work at a shipping company. You made a mistake with an order so it will be two weeks late arriving in Toronto. Service is very important to your client and this is the first time you have made a mistake with one of their orders. Write a short email explaining the problem and apologising. You can promise to make up for it somehow in the future, for example by giving them a discount.

Dear Mr Plainfield,

I am writing to inform you of a regrettable situation involving your order. I made a mistake with your order and it will be two weeks late arriving in Toronto. While I always try my best to give you the best possible service, accidents like this occasionally happen.

We value your business very much, and would like to offer you 30% off of your next purchase with by way of apology. I promise that this will never happen again, and we hope you will forgive us this one-time error.

Yours sincerely,

Taro Yamada



How about you?

Answers will vary

Have you ever made a mistake at work? How did you fix it?

Over the years, I have made many mistakes at work. When I was just starting out at my job as a waiter, my boss told me to count all the money from the cash register and give it to him. I counted it all, then set it down on a table. The window was open, and all the money blew everywhere! I had to run around and pick it all up, but still couldn't find some of it. Fortunately, my boss thought it was very funny, but he asked me to be more careful in the future.

What have you noticed is the biggest difference between Japanese and English apologies?

In English, people only really apologise when they feel they have genuinely done something wrong. Japanese people often apologise even when they don't think a situation is their fault, in an effort to maintain a harmonious relationship with the person they are apologising to.