

## 9H – Preview Answers



### Matching

Match the apologies with the correct responses.

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| 1. I'm sorry, I think I took your bag by mistake.  | <i>g</i> |
| 2. I didn't mean to, but I knocked your favourite coffee mug off the table and it made a real mess.. I'm really sorry.                         | <i>h</i> |
| 3. I just want to apologize for not inviting you last week. I completely forgot to call you.   | <i>f</i> |
| 4. Sorry, I forgot to pick up some milk on the way home.   | <i>c</i> |
| 5. I'll have to cancel our dinner date next week, sorry. Something came up at work.  | <i>b</i> |
| 6. I was going to pay the electricity bill yesterday, but I left it too late and they cut it off. I'm sorry, I didn't mean for that to happen. | <i>a</i> |
| 7. I'm sorry sir, there was a mistake with your order and it's going to be another 10 minutes.   | <i>e</i> |
| 8. I just want to apologize for getting so angry before. I know it wasn't your fault.  | <i>d</i> |
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- a. What? That bill was due ages ago. Please pay it as soon as possible.  
b. That's too bad. Let's reschedule for the next weekend.  
c. It's no big deal. Can you get some tomorrow?  
d. Don't worry about it. We all get angry sometimes.  
e. It's no big deal. I'm getting hungry, that's all.  
f. Don't worry about it. I was busy anyway.  
g. Oh, that's alright. They look almost the same, don't they?  
h. It's OK. I was going to do that drawing again anyway.



### You try

Answers will vary

How would you apologise in the following situations?

- You borrowed your friend's car, but accidentally dented it while backing out of a car park.  
*I'm so sorry, but I put a dent in your car. I'll pay for all the damages.*
- You made a mistake at work that could cost the company a lot of time and money.  
*I'm very sorry for all the trouble I caused everyone. I'll do my best from now on.*
- You accidentally dropped a bottle of milk in the supermarket, making a big mess.  
*I'm very sorry I made such a big mess. Can I help you clean it up?*
- You accidentally overcharged a customer.  
*I'm very sorry for the mistake. Let me fix it right away.*
- You forgot to make a reservation at the restaurant and now you can't get seats.  
*I'm so sorry I forgot to make a reservation. Let me pay for dinner somewhere else.*

Has someone apologised to you recently? What for?

*Recently, I was shopping for groceries at the supermarket. A young lady wasn't paying attention to where she was walking and bumped into me. My groceries spilled everywhere, causing a huge mess. The young lady was very apologetic, and helped me clean up and explain to the staff what had happened. We were both incredibly embarrassed.*