**My apologies – Приношу свои извинения**

Watch this video: <https://www.bbc.co.uk/learningenglish/english/features/english-at-work/07-apologising>

Psychologists present a four-step framework that you can use to apologize.

Психологи предлагают схему, состоящую из четырех этапов, которую вы можете использовать для извинения.

1. Express Remorse for a Mistake

Выразить раскаяние за совершенную ошибку

2. Admit Responsibility

Признать ответственность

3. Make Amends

Загладить вину

4. Promise That It Won't Happen Again

Обещать, что это не повторится снова

To apologize [ə'pɔləʤaɪz] просить прощения

Please accept my apologies.

Пожалуйста, примите мои извинения.

Please allow me to apologize for…

Пожалуйста, позвольте мне извиниться за...

I would like to apologize on behalf of …

Я хотел бы извиниться от имени ...

Please accept my apology for…

Пожалуйста, примите мои извинения за...

I apologize for my failure to…

Я прошу прощения за то, что не сумел …

**failure to…** [неисполнение обязанности по](https://www.multitran.com/m.exe?s=%D0%BD%D0%B5%D0%B8%D1%81%D0%BF%D0%BE%D0%BB%D0%BD%D0%B5%D0%BD%D0%B8%D0%B5+%D0%BE%D0%B1%D1%8F%D0%B7%D0%B0%D0%BD%D0%BD%D0%BE%D1%81%D1%82%D0%B8+%D0%BF%D0%BE&l1=2&l2=1)

**failure** ['feɪljə] неудача, поломка, ошибка

I'm really sorry to hear that, Mr/Ms.

Мне очень жаль это слышать, мистер/мисс.

**Admit Responsibility**

That's totally unacceptable.

Это совершенно неприемлемо.

It **must have been** very inconvenient for you.

**Должно быть**, это было очень неудобно для вас.

**Make Amends**

You have my word that we will sort this out.

Даю вам слово, что мы все уладим.

to sort out a problem = решить проблему

And we could …to make up for the inconvenience

И мы могли бы ... чтобы компенсировать неудобства.

to make up for = компенсировать неудобство, загладить вину

**Promise**

I promise you, it won’t happen again.

Я обещаю вам, что это больше не повторится.

Translate these phrases:

I'm sorry I didn't remember to take out the rubbish.

Sorry I'm late, there was a lot of traffic.

I lost the book you gave me. My mistake, I'll get you another one.

I'm really sorry, I didn't see you there.

Excuse me, could you repeat that?

Sorry, could I get past?

I'm sorry, but I don't agree with you.

My apologies, for not letting you know earlier.

How would you apologize if you …

If you bumped by accident into the person next to you in line.

If you missed a meeting.

If you are late for meeting or interview.

If you forgot to bring something

If you dropped and broke something.

Reactions:

Apology accepted

That’s all right.

Never mind.

Don’t mention it.

No harm done.

**Butting in (Interrupting)**

to butt in on a conversation.

#### **Dialogue/Story**

Becky: Curt.

Curt: Oh, hi.

Becky: Can I talk to you for a minute?

Curt: I’m really busy right now.

Becky: Just one minute. I **promise** it won’t take long.

Curt: Okay. Let’s talk over here.

Becky: Curt, I’m really **sorry** that I told Joyce that you had **a crush** on her. We were just talking last Friday and it just **slipped out.**

Curt: But, I told you about Joyce **in confidence.**

Becky: I know. It’s **totally** my fault. I really **regret** saying anything. I wish I could **take it back.** I just want you to know that I’m really sorry and I hope that you’ll **accept my apology.**

Curt: **What’s done is done.** I was really **pissed off** when I found out this morning but I’m **over it**now. [cell phone ring] **Hold on a sec.** [long pause, muttering in background] **Guess who** that was?

Becky: Who?

Curt: Joyce. She wanted to know if I’d like to have lunch with her today.

Becky: It was? That’s great, maybe…

Curt: And, maybe not. Maybe she just wants to tell me she’s not **interested in** me.

Becky: Or, maybe she likes you, too.

Curt: **Don’t let your imagination run away with you.**

Becky: I won’t but I’m **keeping my fingers crossed.**