



Making an Apology

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

Manager: Matt, please have a seat.

Matt: Thank you, sir.

Manager: As you already know, I asked you to submit the sales report by the end of last week. And I still haven't received it. What happened?

Matt: Yes, sir, I'm terribly sorry about that. I was planning to finish it on Friday, but I got caught up with another task. When I realized that I would not be able to finish it, I decided to leave it for the weekend. However, I had to attend to some personal matters during the weekend, so I failed to submit it. I'm really sorry about this, sir. Please accept my sincere apologies.

Manager: Okay, I understand, but you need to know your priorities. If I ask you to do something by a certain time, I expect it to be completed. And you need to let me know if anything else gets in the way.

Matt: Yes, sir. Once again, I am very sorry. I now realize that I should have talked to you about it on Friday, when I received the other task.



Manager: That's all right for now, but I hope this won't happen again, Matt.

Matt: Thank you very much, sir. I can assure you that it will not happen again. I am almost done with the report and will submit it in a few hours.

Manager: Thank you, Matt!

Check your understanding:

1. Why did Matt fail to submit his sales report on time?
2. What other task was Matt working on?
3. Did Matt's manager accept his apology?



Exercise 2 – Learning

Making an Apology

- I am deeply/sincerely/terribly sorry.
- I'm very sorry for...
- I must apologize for...
- Please accept my apologies for...
- My apologies, sir/madam.
- I didn't realize that...
- I didn't mean to...
- I now realize that I should have...
- I assure you it will not happen again.



Responding to an Apology

- It's all right.
- No problem.
- I understand.
- Don't worry about it.
- No harm done.
- I accept your apology.
- Apology accepted.



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You have been late for work every single day for the last week. Your manager has called you into his/her office. Explain why you have been late and apologize. Your teacher will act as the manager.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Is apologizing easy or difficult for you? Why?
2. Can you think of an instance in which you had to apologize to your boss or colleague? What happened?
3. Why do you think some people struggle with apologies?