

## Apology

### Apologizing :

- I'm sorry for...
- Please accept my sincere apology
- I deeply regret that
- Forgive me! I didn't mean it

### Responding to apologies :

- That's all right!
- Never mind!
- Don't worry about it
- Forget about it

## Understand / Clarify

### Expressing lack of understanding :

- Sorry, I don't understand you!
- I don't see what you mean!
- I can't get your idea!
- I don't quite follow you!

### Asking for clarification :

- What do you mean by...?
- Could you be more explicit?
- Could you clarify, please?
- I beg your pardon!

## Advice

### Asking for advice :

- What's your advice for...?
- What should I do to...?
- What do you advise me to do?
- What would you do if you were me?

### Giving advice :

- I advise you to...
- You'd better ... / you ought to...
- If I were you, I would...
- Why don't you ... ?

## Bad / Good news

### Expressing bad news :

- I really don't know how to say it, but...
- I am really sorry to say that...
- You will be sorry/sad to hear ...

### Responding to bad news :

- Oh! Dear/my God!
- What a pity!
- Please accept my condolences!

### Expressing good news :

- I've got some smashing news to tell you...
- You will be pleased to hear...
- I'm glad to tell you that...

### Responding to good news :

- Oh! Congratulations!
- Well done!
- What happy news!

## Request

### Making a request :

- Oh! Dear, I need ...
- Would you mind...?
- I wonder if you could...?
- I'd like you to ...

### Responding to requests :

- ♣ Accepting:
- Sure/Certainly!
- Yes, of course!
- ♣ Refusing:
- Sorry!
- Of course not!

Communication

## Complaint

### Making a complaint :

- Sorry, I have a complaint
- I'm a little dissatisfied with...
- I just don't know how to say it, but ...
- I'm afraid I have to make a serious complaint

### Responding to complaints :

- ♣ Accepting:
- Oh! Dear I'm really sorry about that
- I can't tell you how sorry I am
- ♣ Rejecting:
- I'm afraid there is nothing we can do about it
- Sorry, we haven't anything we can do

## Certainty

### Expressing certainty :

- I'm sure/certain ...
- Definitely/certainly ...
- There is no doubt ...
- It's obvious/evident...

### Expressing uncertainty :

- I'm uncertain ...
- I'm not sure ...
- I'm doubtful about ...

### Expressing probability :

- It may be ...
- It could be ...