**https://www.themuse.com/advice/5-templates-thatll-make-saying-im-sorry-so-much-easier**

**Describe a person who has apologized to you.** You should say:

Who this person is

When this happened

What this person said for apologizing

And explain how you feel about the apology

I am going to describe Jiwei who is working on a project with me. I am the project manager of a small real estate firm. Jiwei is the construction manager of the company we hired to construct our commercial building, which has a big basement. Now we are still working on this project. About two month ago, Jiwei came to my office and said, “Despite my best effort, I am sorry to tell you that we find that a seam in the wall of the basement is leaking”. I was extremely angry about this problem. Since water leakage will contaminate the future decoration and affect the usage of the basement. However, he promise that they would fix the problem as soon as possible, and assured that it wouldn’t happen again. If the leakage occurred again in the future, they would responsible for all the related lost caused by it. But he argued that congestion of the concrete pump that caused the problem was an extreme rare case. I verified this excuse through some experts. So I accepted his sincere timely apology and explanation. However, we still fined them 5000 for this quality problem as the contract specified.