**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 a coworker of mine. His name is Jiwei. He is the construction manager of the construction company, while I am a project manager of a small real estate firm whose owner is my uncle. Currently, We are constructing a commercial building, which has a big basement. We both want a great building of high quality. Water leakage in the basement is a common construction quality problem. Water that leak into the basement will contaminate the decoration and affect the usage of the basement. We made a lot of preparations to prevent leakage. But I found that a seam in the wall was leaking after the basement was built. The underground water permeated through the concrete wall. We were very angry about it. He made an apology to me. Firstly, he said that he was very sorry about this incident and he emphasized that he had tried his best to avoid the leakage. Secondly, he explained that the concrete pump broke; they spend several hours to repair it. Concrete poured in 3 hours ago had already set. After the later concrete came in, a cold seam was created, since two parts of concrete cannot stick to each other completely. Promise to repair argue that this is a common problem . 9 in 10 of basement had this problem. It’s hard to avoid. I verified his excuse through some experts. And his apologize was sincere and I accept. However, it’s still a quality problem. We fined him at last.