

APOLOGISING AND ACCEPTING APOLOGIES

B2-C1 | Functional language for repairing a professional relationship

1 Useful phrase patterns

Use these phrases to make a sincere apology or accept one constructively.

Please accept my apologies.

Please accept my apologies for the delay.

I take full responsibility for ...

I take full responsibility for the error.

I regret ...

I regret not informing you sooner.

I should have ...

I should have checked the details.

Thank you for apologising.

Thank you for apologising so promptly.

I appreciate that.

I appreciate that you have explained it.

Let's move forward.

Let's move forward with a clear plan.

No hard feelings.

No hard feelings. I understand.

2 Respond to the situations

Write one suitable response for each situation. Try to use a range of phrases.

1. You gave a client incorrect information in a meeting.

2. You missed a deadline that affected another team.

3. You forgot to tell colleagues about a change of plan.

4. You sent a report without checking an important figure.

5. A colleague apologises for speaking too sharply in a meeting.

6. A manager apologises for not inviting you to a planning session.

7. A partner apologises for a mistake and offers a solution.

8. A colleague apologises for losing a document you shared.

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B2-C1 | Suggested answers

3

Possible answers

These are examples only. Other accurate and suitable responses are also correct.

Encourage students to use a range of phrase patterns from page 1.

1. Please accept my apologies for giving you incorrect information.

2. I take full responsibility for missing the deadline and its impact.

3. I regret not telling the team about the change earlier.

4. I should have checked the figure before sending the report.

5. Thank you for apologising. I appreciate you addressing it directly.

6. I appreciate that. Please include me in future planning sessions.

7. Thank you for apologising. Let's move forward with the proposed solution.

8. No hard feelings. Thank you for being open about what happened.
