

Business Conversation 02: Apologizing

Practice 1 | Useful Expressions

Directions: Listen and repeat.

Apologizing

- I am deeply/sincerely sorry
- I'm very sorry for ...
- I must apologize for ...
- I present my apologies/ Please accept my apologies for ...
- My apologies, Sir/Madam. I assure you it will not happen again
- I didn't realize that... ...

Responding to an apology

- It's alright. / No problem
- I understand.
- I hope this won't happen again.
- I accept your apologies. / Apologies accepted.

Important pointers when apologizing

- Sincerity
 - the decision of the head will also be based on the sincerity of the person apologizing.
- Honesty
 - it's important to tell the real reason or the truth when apologizing.

Practice 2 | Dialogue 1

Directions: Read the dialogue aloud with your teacher.

*Tom was told to submit his sales report before the deadline, but he was unable to make it on time.
He was called by his direct Manager.*

Manager : Tom, please have a seat.

Tom : Thank you, Sir.

Manager : I think you already know why I called you here, right?

Tom : Yes, sir.

Manager : I told you to submit your report before the deadline but I haven't received anything yet.

Tom : **My apologies. I'm sorry for** not being able to hand in the report on time because I had to attend to some personal concerns.

Manager : Yes, I understand but you need to know your priorities.

Tom : **I'm so sorry about that. I didn't realize that** I wouldn't be able to cope up with the deadline because of my personal problem.

Manager : **That's all right** for now but **I hope this will not happen again**, Tom.

Tom : Thank you very much for your consideration. **I promise this won't happen again.**

Check your understanding: Answer the following questions.

1. Why did the boss call Tom's attention?
2. Why did Tom fail to submit his sales report on time?
3. Did his manager accept his apology?
4. If you were Tom's manager, would you accept his explanation?

Practice 3 | Dialogue 2

Directions: Complete the dialogue by using some of the expressions you have learned.

Boss : Please have a seat, Mary.

Mary : _____.

Boss : I got a report from your department head. You've always been late for work this month.

Mary : _____.

Boss : I know you're a good employee, but what's happening to you?

Mary : _____. I admit that I haven't been very responsible at work these days.
I wasn't able to handle my personal problems well.

Boss : That's all right. I hope this will never happen again.

Mary : Yes, Sir. _____.

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. How do you usually apologize to your manager?
2. Is apologizing easy or difficult for you to do? Why or why not?
3. Should a manager apologize if he is the one at fault? Why?
4. Can you think of an instance when you had to apologize to your boss or colleague? Why do you think it is necessary to apologize?