

<https://www.linguahouse.com/esl-lesson-plans/general-english/saying-sorry>

file:///C:/Users/elana.kozlovskaya_ca/Downloads/saying-sorry-american-english-student.pdf

1. Warm up

Part A: In pairs, discuss the two questions.

1. Why do people say sorry?
2. When was the last time you said sorry to someone?
3. Is it easy for you to apologize?
4. What do you usually apologize for?

Part B: Listen and answer the following questions for each conversation.

1. Why are they apologizing?
2. What was the reason for the action happening?
3. What will they do in the future?

2. Language point Part A: Fill the gaps with the given words.

Then listen to check your answers. Practice the conversations.

accept apologize fault mind ok sorry worry

Narrator: Conversation 1

Jack: I'm _____1 Kim, are you ok?

Kim: Yes, that was lucky, I nearly dropped my coffee.

Jack: I'm sorry, it is my _____2 , I wasn't paying attention.

Kim: Don't _____3 about it.

Jack: I will look where I am going next time.

Narrator: Conversation 2

Ned: Hi Sacha, do you like the book I lent you?

Sacha: I wanted to talk to you about that. I loved the book, but my new puppy thought it was a toy and chewed the pages. I sincerely _____4 , I feel bad about it.

Ned: Oh, that's _____5 . I remember my dog chewed everything when he was young.

Sacha: Thank you, I will buy you a new copy.

Narrator: Conversation 3

Mr. Cole: Good morning, Gary, nice of you to join us.

Gary: Please _____6 my apologies. I missed the bus.

Mr. Cole: Never _____7 , take a seat.

Gary: Thank you, I will be on time next week.

Part B: Put the phrases from the three conversations into the right column and answer the two questions.

<i>Apologizing</i>	<i>Accepting an apology</i>

Part C: Discuss the following questions.

1. Which phrases for apologizing are formal/informal?
2. Does the intonation pattern rise or fall at the end of the phrases?

3. Speaking practice

Use a phrase from each column to create an apology and practice apologizing with your partner.

- | | | |
|---------------------------------|---|--|
| 1. I'm so sorry. | a. I dropped the wine on your carpet. | i. I will reschedule for another time. |
| 2. I sincerely apologize. | b. I completely forgot about the appointment. | ii. I will clean it up. |
| 3. Please accept our apologies. | c. We have overbooked your room. | iii. I will replace it. |
| 4. I'm sorry, it's my fault. | d. I lost the sweater you lent me. | iv. We will give you a full refund. |

4. Speaking practice: round robin

In groups, use the following prompts to start, continue, and complete the apology.

1. You forgot to pick up your friend.
2. Your dog went to the bathroom in your neighbor's yard.
3. You bump into someone, and they drop their eggs. They smash all over the floor.
4. Your customer is angry because the waiter was rude.
5. You forgot your friend's birthday.
6. You planned to meet your friend at the gym but couldn't make it.

Speaking: roleplay In pairs practice apologizing and responding to the apology

Roleplay 1

Student 1

- Decide why you are apologizing
- Choose a phrase to apologize
- Give a reason and future action

Student 2

Accept and respond to the apology

Roleplay 2

Student 2

- Decide why you are apologizing
- Choose a phrase to apologize
- Give a reason and future action

Student 1

Accept and respond to the apology

5. Optional extension/homework

Finish the sentences with your own ideas.

1. I am so / deeply / terribly sorry, I forgot
2. Please accept my apologies, I
3. I'm sorry, it was my fault. I didn't intend to
4. I sincerely apologize for
5. I'm so sorry, I thought
6. I was wrong about that. I.....