NEW BUSINESS ENGLISH 4

Unit 5 Lesson 5
Apologizing for a Mistake

Review

Suppose your client marketing plan is due today but you are falling behind schedule. Inform your client you are behind schedule and ask for a deadline extension.

Requirement:

➢ *Inform you are behind schedule.*

➢ *Ask for a deadline extension.*

LEARNING
GOALS

- Apologizing for a Mistake

- Making up for a Mistake

Situational Dialogue

► Kenzo is apologizing to Ms. Chen for a mistake.

Kenzo Hara

Jia Chen

Learn the new words and answer the questions.

upcoming

(adj.) about to happen/ happening soon

**e.g. She lists the
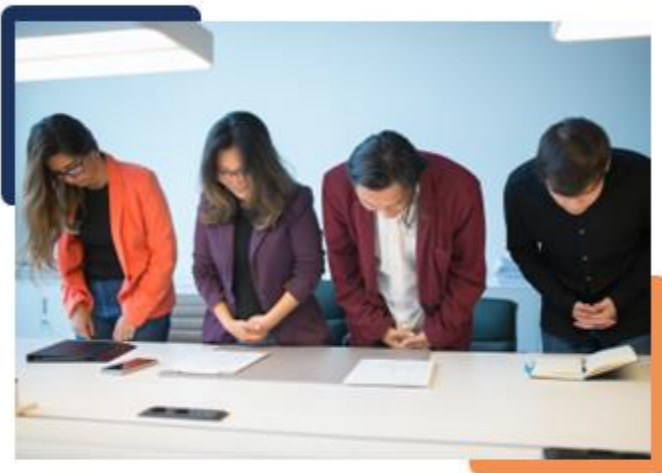upcoming events.**

conference

(n.) a formal meeting or discussion

**e.g. Many guests attended
the conference.**
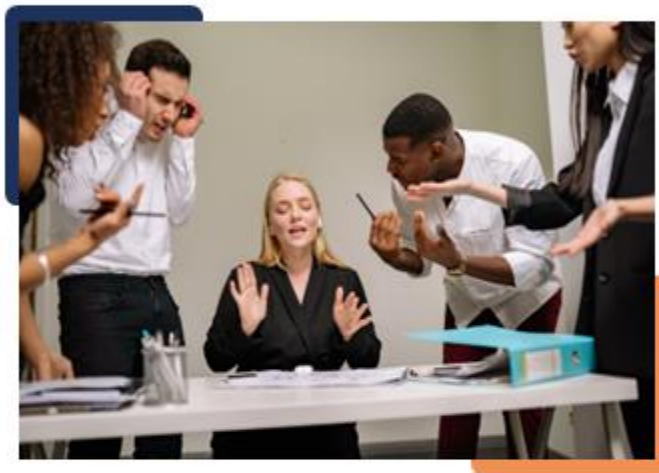
Key Vocabulary

Learn the new words and answer the questions.

apologize

(v.) express regret for something that one has done wrong

e.g. They sincerely apologize for their huge mistake.

avoid

(v.) keep away from or stop oneself from doing something

e.g. She avoids answering her colleagues' questions.

Dialogue Review

> *Kenzo is apologizing to Ms. Chen for a mistake.*

Kenzo: I'm sorry, Ms. Chen. The **upcoming conference** will happen this month, not next month.

Ms. Chen: Oh dear. So, we only have two weeks to prepare for it?

Kenzo: Yes, Ms. Chen. I **apologize** for my mistake.

Ms. Chen: No worries, Kenzo. We'll try to finish our preparations this week.

Kenzo: Thank you so much for understanding, Ms. Chen. I'll check information more carefully next time to **avoid** such mistakes.

9:

Learning Goals

🎯 *Kenzo is apologizing to Ms. Chen for a mistake.*

Kenzo: I'm sorry, Ms. Chen. The **upcoming conference** will happen this month, not next month.

🎯 *1. Apologizing for a mistake*

Ms. Chen: Oh dear. So, we only have two weeks to prepare for it?

Kenzo: Yes, Ms. Chen. **I apologize for my mistake.**

Ms. Chen: No worries, Kenzo. We'll try to finish our preparations this week.

Kenzo: Thank you so much for understanding, Ms. Chen. **I'll check information more carefully next time to avoid such mistakes.**

🎯 *2. Making up for a mistake*

10:

Learn the key expressions and sentence structures.

.:: **Apologizing for a Mistake**

➢ **I apologize for my mistake.**

➢ **I take full responsibility for my mistake.**

➢ **I'm terribly/ genuinely/ truly/ very sorry …**

Example sentences:

- I didn't mean it. I apologize for my error.

- I'm terribly sorry for my mistake.

You can also use:

- **I'm sorry to have** + past participle

e.g.

- I'm sorry to have sent you the incorrect information.
- I'm sorry to have made such a terrible mistake.

How do you apologize for your error/ mistake?

Learn the key expressions and sentence structures.

.:: Making up for a Mistake

➤ **It won't happen again.**

➤ **I'll do everything to resolve the problem.**

➤ **I'll check the information more carefully next time.**

Example sentences:

• I'm sorry. It won't happen again.

• I'm really sorry. I'll do everything to resolve the problem.

• I'll check the information more carefully next time to avoid such mistakes.

You can also use:

I will + action
(to resolve the problem)

e.g.

I'll fix it right away.
I'll call the client now.

What do you usually say when making up for your mistakes?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You accidentally sent the incorrect reports to your client.

Apologize for your mistake and make up for it.

.:: **You can refer to the following key expressions:**

- I apologize for my error.

- I take full responsibility for my mistake.

- I'm terribly/ genuinely/ truly/ very sorry…

- It won't happen again.

- I'll check the information more carefully next time.

Coffee Break

.:: Six Steps to a Good Apology

1 Say "**I'm sorry.**"

2 **Admit** that you made a mistake.

3 Say how you were **feeling.**

4 Tell how you'll **fix** the problem.

5 **Promise** you'll avoid the same problem.

6 Ask for **forgiveness.**

Do you follow all these steps when apologizing? If not, how do you apologize?

Overview

Keywords and expressions:

upcoming/ conference/ apologize/ avoid

- I apologize for my error.

- I take full responsibility for my mistake.

- I'm terribly/ genuinely/ truly/ very sorry…

- It won't happen again.

- I'll do everything to resolve the problem.

- I'll check the information more carefully next time.