

## Lesson 93: Apology 2 (Receiving a Formal Apology)

By Xandra

### 1. Dialogue

First, repeat after your tutor. Then, practice each role.

Mr. Maeda bought a carton of milk at a supermarket, but it was already expired. He is now talking to Jackie, the supermarket's manager.

Jackie: Thank you for telling us about the expired milk.

Mr. Maeda: It's a good thing I noticed it before drinking the milk.

Jackie: We're truly sorry, sir. Please accept our apology and this discount card.

Mr. Maeda: That's thoughtful of you. But your company should check the expiry date of its products.

Jackie: I'm **taking responsibility for** all the items in the store. I should have been more careful.

Mr. Maeda: I hope this doesn't happen again. Thank you for the discount card.

### 2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. The president **took full responsibility for** the disaster.
2. Amy should **take responsibility for** the poor sales.
3. My father taught me to **take responsibility for** my mistakes.

\* **take responsibility for** ~ / ~の責任を取る、~に責任を持つ

### 3. Your Task

In a hotel, you had a very bad experience with the housekeeping staff.

You are now talking to the manager (=your tutor). She's apologized for what happened, and she offered you a one night free stay in the hotel. Respond to the manager's apology, and tell her how the hotel services can be made better. Also, thank her for the free stay.

### 4. Let's Talk

Is it easy for you to accept an apology? Why do you say so?

Do you easily forget other people's mistakes? Explain your answer.

Why is it important to accept apologies?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of Ambro / FreeDigitalPhotos.net