

Lesson 95: Offering a Formal Apology

By Xandra

1. Dialogue

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

Yuki works for Mr. Parsons. They are talking about a business proposal.

Yuki: ABC Company didn't accept our proposal, sir.

Mr. Parsons: That's too bad.

Yuki: I did my best to start business with them but I failed.

Mr. Parsons: I know you worked very hard for it.

Yuki: I'm sorry that I **let you down**, Mr. Parsons. Please accept my sincere apologies.

Mr. Parsons: Don't worry, Yuki. We'll be successful next time.

2. Today's Phrase

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

1. Jack didn't want to **let his parents down**, so he worked hard to be successful in life.
2. The CEO **let the employees down** when he refused to increase their salaries.
3. A: Congratulations for winning the game.
B: Thank you! I couldn't **let my team down**.

* **let A down** / Aを失望させる、Aの期待を裏切る

3. Your Task

Situation 1: You are a customer service officer for a computer company. You are now talking to a customer (=your tutor). He is complaining about his new computer. He says it won't turn on. Apologize to the customer. Tell him that your company will replace the computer.

Situation 2: You are a manager at a hotel and you are now talking to one of the guests (=your tutor). He says that he couldn't sleep last night because it was too noisy in the next room. Apologize to the guest. Then tell him that you're giving him a 10% discount for the inconvenience.

4. Let's Talk

Talk about how Japanese companies make an apology.

What are the important things to remember when making a formal apology?

Are you good at expressing a formal apology? Why do you say so?

5. Today's photo

Describe the photo in your words as precisely as possible.

