

Lesson 95: Offering a Formal Apology

By Xandra

1. Dialogue

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

Yuki works as a tour guide for a tour agency. Jimmy booked a two-day tour with Yuki's company. The first day's tour has just finished, and Jimmy is telling Yuki about his disappointment over the tour.

Jimmy: I would like to cancel tomorrow's tour. I'm not joining your tour group again.

Yuki: Is there anything wrong, sir?

Jimmy: First of all, it was very crowded in the tour bus. Also, the air conditioner didn't work.

Yuki: I apologize about the air conditioner. It was unfortunate that it broke down during your tour.

Jimmy: Secondly, the places we visited today were not interesting. I **regret joining** this tour.

Yuki: Tomorrow's going to be a really interesting tour. We're visiting an ancient temple.

Jimmy: I'm really not interested anymore.

Yuki: I'm truly sorry that you feel that way. We will give you a refund for today's tour. Also, please accept this discount card from Mister Ramen Restaurant, as a token of our apology.

2. Today's Phrase

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

1. Jack now works for Hydra Computers. He says that he **regrets leaving** Ample Computers.
2. I don't **regret moving** to New York.
3. I **regret not speaking** to my mother before she left.

* **regret ~ing** / ~したことを後悔する

3. Your Task

Situation 1: You work as a customer service officer for an internet company. You are now talking to a customer (=your tutor). She is complaining that her internet is not working, and says she reported it to your office 3 days ago. Apologize to the customer, and tell her that you will look into the matter immediately.

Situation 2: You are a restaurant manager. One of the customers (=your tutor) is complaining about the salty soup. Apologize to the customer and tell her that you're giving her a fresh bowl of soup. Tell her that you'll also be giving her some salad for free.

4. Let's Talk

What are the do's and don'ts in giving a formal apology?

Why is it important for companies to offer a formal apology to customers and business associates?

If you made a serious mistake and it troubled someone, could money be used as a token of apology? Why do you say so?

5. Today's photo

Describe the photo in your words as precisely as possible.



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