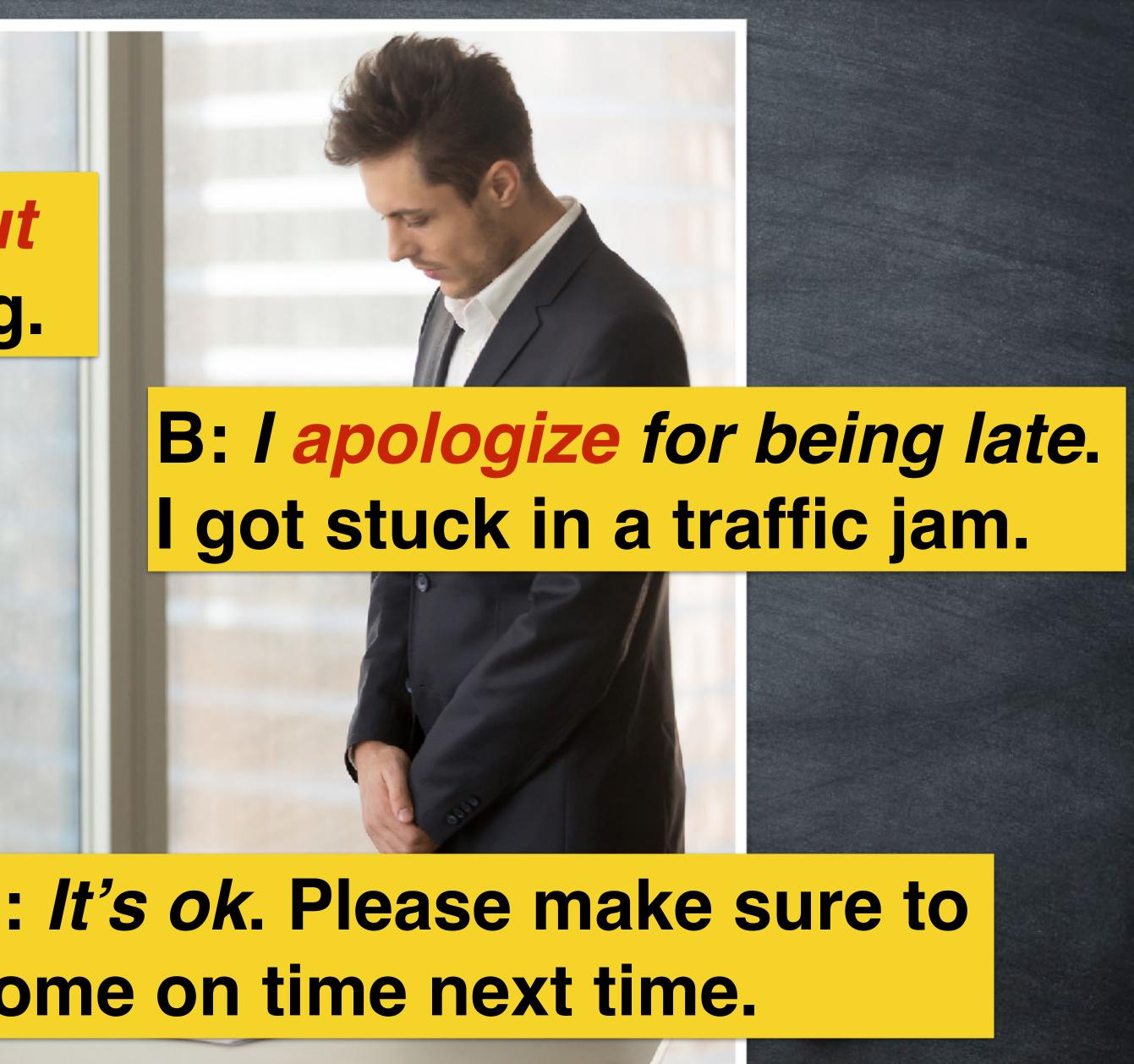
.. 0

A: I'm sorry to say this but you're late for the meeting.





A: It's ok. Please make sure to come on time next time.

- I'm sorry to say this but...
- · I'm afraid I've got a complaint about...
- Excuse me but there is a problem about...
- · I want to complain about...
- I'm angry about...
- I'm not satisfied with ...

Complaining





Making Apologies

- · I apologize for...
- · I am so sorry for...
- Please, forgive me for...
- I'm terribly sorry for...

+ verb+ing + noun



Accepting Apologies

- That's all right.
- Never mind.
- It doesn't matter.
- No worries.
- No harm done.







What would you say in these situations?

a. Your friend is late for a soccer game.

b. Your best friend forgot about your birthday.



