In this video, Paul says sorry for making Noelia fall over. Listen to the language they use for apologising and practise saying the useful phrases.

**Before watching**
Do the preparation task first. Then watch the video and do the exercises.

**Preparation task**
Put the phrases (a–h) in the correct group (1–2).

**Groups**
1. Apologising
2. Accepting an apology

**Phrases**
- a. Honestly, it’s fine.
- b. I’m so sorry.
- c. It was my fault and I’m sorry.
- d. That’s all right.
- e. Don’t worry about it.
- f. That’s OK.
- g. I’m really sorry.
- h. I want to apologise.

**Tasks**

**Task 1**
Are the sentences true or false?

1. Noelia is trying to go quickly. **True**
2. Paul thinks it’s funny that Noelia falls over. **False**
3. They both apologise. **True**
4. Noelia is hurt. **True**
5. The laptop breaks when Noelia falls over. **True**
6. Bob walks on the laptop by accident. **False**
Task 2
Complete the dialogue.

<table>
<thead>
<tr>
<th>OK</th>
<th>really</th>
<th>so sorry</th>
<th>right</th>
</tr>
</thead>
<tbody>
<tr>
<td>about</td>
<td>fine</td>
<td>fault</td>
<td>too</td>
</tr>
</tbody>
</table>

Paul: Noelia! I am (1)……………………………… ! Are you (2)……………………………… ?
Noelia: I think so. That was lucky.
Paul: I’m (3)……………………………… sorry! I didn’t see you!
Noelia: That’s all (4)……………………………… . I shouldn’t have been running.
Paul: Still, it was my (5)……………………………… and I’m sorry.
Noelia: I’m sorry (6)……………………………… . It was both of us. Honestly, it’s (7)……………………………… .
Don’t worry (8)……………………………… it.

Task 3
Put the words and phrases in order to make sentences.

1. so I am sorry !
2. all . right That’s
3. my I’m sorry was It . fault and
4. I’m . too sorry
5. about . worry Don’t it
6. fine it’s . Honestly,

Discussion
When was the last time you said sorry for doing something?
Transcript

Ana: Hi! I’m Ana. Welcome to What to Say!
Do you know what to say when you want to apologise? Listen out for useful language for apologising. Then, we’ll practise saying the new phrases – after this.

Paul: Noelia! I am so sorry! Are you OK?
Noelia: I think so. That was lucky.
Paul: I’m really sorry! I didn’t see you!
Noelia: That’s all right. I shouldn’t have been running.
Paul: No, no, I should have been paying attention.
Noelia: And they teach you not to run inside at school!
Paul: Still, it was my fault and I’m sorry.
Noelia: I’m sorry too. It was both of us. Honestly, it’s fine. I’m fine. Don’t worry about it. Hey, I saved the laptop though!
Bob: Yeah, I’ll be there in …
Noelia: Oh no!
Bob: Uh oh!
Paul: Ahhhh …

Ana: Hello again! Ooh, I hope Noelia’s OK. So, did you notice the useful phrases used for apologising? Listen to me and then repeat.

I’m so sorry!
I’m really sorry!
That’s all right.
It was my fault.
I’m sorry too.
Honestly, it’s fine.
Don’t worry about it.

Ana: Try and use some of these phrases the next time you want to apologise in English. Bye for now!
Answers

Preparation task
1. b, c, g, h
2. a, d, e, f

Task 1
1. True
2. False
3. True
4. False
5. False
6. True

Task 2
1. so sorry
2. OK
3. really
4. right
5. fault
6. too
7. fine
8. about

Task 3
1. I am so sorry!
2. That’s all right.
3. It was my fault and I’m sorry.
4. I’m sorry too.
5. Don’t worry about it.
6. Honestly, it’s fine.