

## Lesson 17: How to Express Your Apologies

By Xandra

### 1. Dialogue

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

Mario: Are you the bank manager? I'm sorry to bother you but there seems to be some error on my bank account.

Yoshi: What's the problem, sir?

Mario: My deposit was not credited to my account and it caused a check to bounce.

Yoshi: Do you have the transaction slip from your last deposit?

Mario: Yes, I do. Here it is.

Yoshi: Oh, I see. Please **accept** our **apologies** for the inconvenience. There have been some problems with our computer system lately.

Mario: Is that so? Well, I need my problem straightened out.

Yoshi: I will act on it right now.

### 2. Today's Phrase

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

1. A: I'm truly sorry. B: I **accept** your **apology**.
2. It's a good thing that she **accepted** my **apology**. I wouldn't know what to do if she didn't.
3. A: On behalf of ABC Company, we'd like to express our sincerest apologies. B: Your **apology** is **accepted**.

\* **accept (one's) apology** / (人の) 謝罪を受け入れる

### 3. Your Task

You are a receptionist for a doctor. The doctor had an emergency and had to reschedule all of the morning patients.

All his patients are disappointed. How will you apologize for the doctor?

### 4. Let's Talk

What is the Japanese custom for making an apology? When someone had done you wrong, do you forgive right away? Have you ever not accepted an apology? Expound on your yes/no answers.

### 5. Today's photo

Describe the photo in your words.



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