Sorry Seems to Be the Hardest Word

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Activity One : Listen to the song AT HOME in preparation for your lesson and fill the gaps.

Elton John - Sorry Seems To Be The Hardest Word - 1976 – you tube.

What have I got to do to make you love me
What have I got to do to make you care
What do I do when ..... strikes me
And I ..... to find that you're not there
What do I do to make you want me
What have I got to do to be .....
What do I say when it's all over
And sorry seems to be the hardest word
It's sad, so sad
It's a sad, sad situation
And it's ..... more and more absurd
It's sad, so sad
Why can't we talk it .....
Oh it seems to me
That sorry seems to be the ..... word
What do I do to make you love me
What have I got to do to be heard
What do I do when ..... strikes me
What have I got to do
What have I got to do
When sorry seems to be the ..... word

Activity Three : Sorry but.... **Saying 'No' Nicely**

Sometimes you need to say no when someone makes a suggestion, offers something or asks you to do something for them. Of course, saying just 'no' can be rather rude. Here are some of the most common ways to say 'no' nicely - or at least not rudely.

* Would you like to have lunch with me in the canteen?

I'm afraid I can't find the time. I've got a lot of work to do.

* Why don't we have a meeting tomorrow?

Sorry, but I don't particularly feel like coming in to the store on my day off !

* How about Monday morning?

I'd really rather not take time out on Monday as we will be really busy.

* Would you like to come to the bar with us after work?

Thank you, but **it's not my idea of a fun** evening.

* Let's go for a pizza

Sorry, **I'm not really fond of pizza**.

* Why don't you stay for dinner?

That's very kind of you, but I really have to get back to the city.

NOTE: Notice how we often say 'thank you' in some way before refusing the offer. When someone makes an offer it is polite to first thank that person and then say no, often offering an excuse for not wanting or being able to do something.

Construction	
I'm afraid I can't...	Use the base form of the verb without 'to'
I don't particularly like...	Use the '-ing' form of the verb with the verb 'like' in the present simple.
I'd (really) rather not...	Use the base form the verb without 'to' with 'rather'
It's not my idea of...	Use the '-ing' form following a preposition, or a noun
I'm not (really) fond of...	Use the '-ing' form following a preposition, or a noun
Thank you (thank you for asking, thank you very much, etc.) but, I have to...	Use the base form the verb without 'to' following the modal form 'have to do'

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Expressions for saying sorry :

I'm afraid that ….

I must tell you that ….

I do apologise but….

Thanks so much for your patience,

I really am sorry but ….

Please accept my apologies….

I'd like to offer you some lunch while you wait

Activity Four : Role Plays

With your teacher act out these situations and take turns being the person who says sorry.

1. You have to tell the logistics manager in sweden that there is a problem with some of the packaging in a large delivery of kitchen accessories and that there is a lot of damage.
2. You have to tell a driver that he has come to the wrong Paris store.
3. You have to tell a client that the kitchen they want is out of stock.
4. You have to tell a client that the toys they chose have sold out.
5. You have to tell a driver that the delivery he has come to make is scheduled in eight hours time and that he must wait.
6. You have to tell your colleague that he has to work on Sundays for the next two weeks.

Activity Five Reading

How to Say Sorry

Read the article paying attention to your pronunciation and intonation and then answer the questions as a discussion.

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My wife, Maggie, had bought some fruit. But when she got it home we noticed that the grapes looked a bit "manky" and the pineapple was past its sell by date. So I volunteered to take these back to the store.

Whenever I take something back I always feel a little apprehensive. I've got so used to people being defensive that I'm almost ready for a fight right from the start.

I went to the customer service desk and was delighted when the lady there offered to refund my money. No questions asked. Just a very friendly and polite, "Sorry", and an offer to give me a full refund. She had exceeded my expectations.

But what came next was the icing on the cake.

She simply said, "If you would like to go and select some more grapes and pineapple from the shelf and bring them back to this desk, I'll let you have them free of charge."

WOW ! I felt empowered !

I estimate that we spend at least £20 per week on fruit. That's more than £1000 per year and we've been shopping in that store for almost 15 years. We've spent over £15,000 just on fruit.

We've probably spent more than £125,000 in that store in total including all our other food and petrol from their service station.

And yet I'm blown away by this gesture of just £3.98!

Questions

1. Why was the client so happy ?
2. What was he thinking before he got to the customer services desk ?
3. What comparison did he make at the end of the article ?
4. Why can saying sorry or handling a complaint well gain the client's loyalty ?
5. How does IKEA deal with complaints ?
6. What are you taught about saying sorry ?