



Choose a word/phrase from the box that would best complete the sentences.

1. I _____ the offer, but I already found a job.
2. _____, our sales this month have been declining.
3. We should hire someone to manage our business _____ running it on our own.
4. I think we can do better. _____ we look for more investors to help us out?
5. _____ you take a rest for a week.

unfortunately
instead of
it would be better if
appreciate
what if

Introduce today's sentences.

Grammar Focus

- Delivering Bad News
- Apologizing

Key Expressions

- I'm sorry to have to tell you that one of the customers sent a negative review on a product he received due to some damages.
- I will contact the customer today to offer compensation.
- I apologize for the trouble, Sir.



Listen to the teacher and repeat.



bulk



real estate



ship (v.)



review



damages



compensation

Listen to the audio and repeat.

Bo delivers some bad news to Mr. Tanaka.

Mr. Tanaka: Bo, have you got any updates regarding the bulk orders of the real estate firm in Osaka?

Bo: Yes, Sir. The orders were shipped this morning.
By next week, the products will have been delivered to Osaka.

Mr. Tanaka: Great! How about the reviews on the website?

Bo: I'm sorry to have to tell you that one of the customers sent a negative review on a product he received due to some damages.

Mr. Tanaka: Did he give details as to what happened?

Bo: I was told that it was just minor damages caused by poor shipping.
I will contact the customer today to offer compensation.

Mr. Tanaka: That is a serious matter. Please report it to our shipping partners to avoid the same issue. We must keep our products in good quality at all times. We can't afford to have any negative reviews.

Bo: I apologize for the trouble, Sir. I will inform and warn our shipping partners about this.





Learn how to deliver bad news.



Delivering Bad News

Opening

Be direct in introducing and do not make it too long.

I'm sorry to have to tell you that ...

I'm afraid I've got bad news for you.

We regret to inform you that ...

Explaining

Explain the background or the details of the bad news.

... one of the customers sent a negative review on a product he received due to some damages.

Unfortunately, you didn't pass the application.

... the event has been cancelled due to some technical issues.

Presenting Solutions

State how to fix the problem or offer solutions.

I will contact the customer today to offer compensation.

The great news is, you may re-apply after 1 month.

Your tickets will be refunded within 2 business days.



Learn how to formally apologize.



Apologizing

to express regret for something done or said

for + noun/gerund (reason)

We apologize for the trouble from last night's party.
noun

I am sorry for the late response regarding your purchase.
noun


I'd like to apologize for interrupting your presentation.
gerund

The company apologizes for delaying your interview.
gerund

Accepting an Apology

Example responses:

- I appreciate your apology.
- Don't worry about it.
- I hear your apology. Thank you.



Identify which step in delivering news is being stated below.
Write the letters on the blank.

O - Opening
E - Explaining
PS - Presenting Solutions

- 1. Would you like to hear some alternatives?
- 2. I'm afraid I've got some bad news.
- 3. It's not what you wanted but what if we delayed the launch of the new products?
- 4. Due to a machine malfunction the production was delayed.
- 5. There's no easy way to say this but...
- 6. After speaking with the accountant, we realized that we underestimated the cost of this project.



Circle the correct expression that best suits the sentence.

1. I'm **apologize** / **afraid** we have not been able to solve the issue immediately.
2. We are very **sorry** / **regret** to inform you that our CEO has resigned.
3. I'm **afraid** / **apologizing** I won't be able to help you do the report for this month's status.
4. I deeply **regret** / **afraid** to inform you that you were not shortlisted for the next round.
5. I **apologize** / **regret** / **sorry** for any inconvenience has this caused.
6. **Due** / **Regret** / **Apologized** to many complaints, our sales have significantly decreased.

Write the appropriate response or statement for the following scenarios.

1. You are ten minutes late for work. Your boss notices you walking in and approaches you.
Boss: "Mr. Smith, you're late."

2. You need to tell your colleagues that there is no budget for an end-of-the-year party.
What do you say?

3. "Mr. Scott, why didn't you include the annual revenue in your report?
Our CEO expected to see it in the meeting this morning."



Situation: A client was asking for an update on the delivery of some products but there were some issues, so the delivery will be delayed for a week. Inform the client about the issue. Use the grammar you learned today.

(Delivering Bad News & Apologizing)

Read what we learned today.



Word Focus

● bulk

real estate

ship

● review

damages

compensation

Grammar Focus

- ■ Delivering Bad News
- ■ Apologizing