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B1 BUSINESS WRITING ≈ 27 MIN

Emails: Apologising — *write the apology*

You have built the three blocks — now practise them on paper.

apologise for + noun or **-ing** form · name it · explain briefly · fix it with a date

NAME _____ DATE _____

YOUR BUILD 1 · SORTING ◯ 2 · FILL-IN ◯ 3 · CORRECT ◯ 4 · WRITE ◯

BRICK 1 · SORT INTO BLOCK 2 AND BLOCK 3 · APPROX. 4 MIN ●○○

Each sentence belongs in exactly one column: explain + own it, or put it right + close. Four sentences per column.

That was my mistake – I approved it unread.

We have now sent the replacement unit.

Unfortunately, the tracking number never reached dispatch.

The wrong rate was an oversight on our side.

This was due to a fault in our booking system.

Thank you for your patience with this.

To make up for this, we have extended your support.

You will have the revised quotation by Monday.

EXPLAIN + OWN IT	PUT IT RIGHT + CLOSE

BRICK 2 · COMPLETE THE BUILDING BLOCKS · APPROX. 6 MIN ●●○

Add exactly one word per gap. One word in brackets: put it in the right form. Two words with a slash: choose the one that fits.

01 I apologise _____ the missing signature on your contract.

02 I apologise for _____ (send) the agenda to the wrong address.

03 Please accept our _____ (apology) for the double charge on your statement.

04 _____ (unfortunate), the courier returned the parcel to us.

05 I'm _____ (sorry / excuse) about the double booking.

06 We will refund the difference _____ (by / until) Tuesday.

07 I hope this did not _____ (cause / make) any inconvenience.

08 To make _____ for this, we have upgraded your delivery.

YOUR BUILD · 1 · SORTING · 2 · FILL-IN · 3 · CORRECT · 4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN

Each sentence contains exactly one mistake. Underline it and write the whole sentence correctly. For the apology itself, use the neutral standard form with **apologise**.

01 Excuse me for the confusion about the meeting room.

02 I apologise to send the revised figures so late.

03 Once again, our apologies for the inconveniences this has caused.

04 I sincerely apologies for the wrong meter reading on your bill.

05 The signed agreement will reach you until Wednesday.

06 Leaving your name off the guest list was an oversight of us.

BRICK 4 · WRITE THE THREE BLOCKS · APPROX. 8 MIN

Write one English sentence for each task. Use the given opener and name the matter you are writing about.

01 A wrong attachment: apologise with "I apologise for …" and an -ing form.

02 An error on an invoice: write the formal apology with "Please accept our apologies for …".

03 A promised call never happened: explain in one sentence what happened and take responsibility.

04 State the fix with a date and close the email warmly.

MINI-CHECK – CAN I DO THIS YET?

- [ ] I apologise and name the problem in the same sentence.
- [ ] After "apologise for" I use a noun or an -ing form, never the infinitive.
- [ ] I explain in one sentence and take responsibility with "an oversight on our side".
- [ ] I state the fix with "by" and a date, and close warmly.

Not every box ticked? Read the three blocks again and try this sheet again tomorrow.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

01 **explain + own it** That was my mistake — I approved it unread.
"That was my mistake" takes the fault personally.

02 **put it right + close** We have now sent the replacement unit.
"We have now" names the step already taken.

03 **explain + own it** Unfortunately, the tracking number never reached dispatch.
"Unfortunately" introduces the short explanation.

04 **explain + own it** The wrong rate was an oversight on our side.
The phrase places the mistake with your own team.

05 **explain + own it** This was due to a fault in our booking system.
"This was due to" gives the reason.

06 **put it right + close** Thank you for your patience with this.
The warm closing line ends the email.

07 **put it right + close** To make up for this, we have extended your support.
"To make up for this" introduces the remedy.

08 **put it right + close** You will have the revised quotation by Monday.
The fix comes with a deadline and "by".

BRICK 2 · FILL-IN

01 I apologise **for** the missing signature on your contract.
"Apologise" is always followed by "for".

02 I apologise for **sending** the agenda to the wrong address.
After the preposition comes the -ing form.

03 Please accept our **apologies** for the double charge on your statement.
The fixed formula takes the plural.

04 **Unfortunately**, the courier returned the parcel to us.
The adverb flags the bad news.

05 I'm **sorry** about the double booking.
"I'm sorry about" apologises; "excuse me" does not.

06 We will refund the difference **by** Tuesday.
A single action with a deadline takes "by".

07 I hope this did not **cause** any inconvenience.
In English you cause inconvenience, not make it.

08 To make **up** for this, we have upgraded your delivery.
"To make up for this" is a fixed chunk.

BRICK 3 · CORRECT

01 I **apologise** for the confusion about the meeting room.
After a mistake use "I apologise for".

02 I apologise **for sending** the revised figures so late.
After "for" comes the -ing form, not the infinitive.

03 Once again, our apologies for the **inconvenience** this has caused.
In this closing line "inconvenience" stays singular.

04 I sincerely **apologise** for the wrong meter reading on your bill.
After "I" you need the verb; "apologies" is the noun.

05 The signed agreement will reach you **by** Wednesday.
A deadline takes "by", not "until".

06 Leaving your name off the guest list was an oversight **on our side**.
The fixed phrase is "on our side".

BRICK 4 · WRITE

Your sentences may differ — just check the form after "apologise for".

01 **I apologise for sending you the price list instead of the signed contract.**
"For" plus an -ing form names the mistake in the same sentence.

02 **Please accept our apologies for the duplicate charge on invoice 6120.**
The formal formula speaks for the company as well.

03 **Nobody passed your message on, and that was an oversight on our side.**
One sentence of reason, then the responsibility.

04 **You will have the new date by Thursday — thank you for your patience.**
A fix with a deadline and a warm close.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PREREQUISITE
Apologising Professionally
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