

Summary**I- Course**

1-1/ Defining

1-2/ Apologising

1-3/ Complaining

**II- Activity 1****III- Activity 2****I- Course**

1-1/ Defining

\_\_\_\_\_ is/ are \_\_\_\_\_

\_\_\_\_\_ means \_\_\_\_\_

\_\_\_\_\_ refers to \_\_\_\_\_

\_\_\_\_\_ can be referred to as \_\_\_\_\_

\_\_\_\_\_ can be defined as \_\_\_\_\_

\_\_\_\_\_ can be described as \_\_\_\_\_

1-2/ Apologising

I'm sorry.

I'm so/terribly sorry.

I'm sorry for \_\_\_\_\_

I'm sorry about this.

I can't tell you how sorry I am.

I apologise.

My apologies.

Accept my apologies.

I can't apologise enough for \_\_\_\_\_

1-3/ Complaining

Sorry to say this but \_\_\_\_\_

I'm sorry to bother you, but \_\_\_\_\_

I have a complaint about \_\_\_\_\_

I have to make a serious complaint.

I'm not satisfied with \_\_\_\_\_

I don't know how to say it, but \_\_\_\_\_

**II- Activity 1**

Complete the exchanges as suggested :

1. Your friend: You promised to call me yesterday but you didn't.

You (apologise and give a reason) :

2. Your neighbour : Excuse me but your music is too loud.

You (apologise) :

3. Your teacher : You forgot your textbook at home.

You (apologise to your teacher) :

4. You are assigned a group project, but one of your team-mates doesn't cooperate.

You (complain to him) :

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5. You are eating lunch at a restaurant and you find a fly in your plate.

You (complain to the waiter) :

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### III- Activity 2

Match the sentences with their functions:

- Defining
- Apologising
- Complaining

1. "I'm terribly sorry for coming late". A student told his teacher : \_\_\_\_\_
2. Values can be defined as principles of good behaviour : \_\_\_\_\_
3. Sorry to say this, but you're making too much noise : \_\_\_\_\_
4. I can't tell you how sorry I am.I forgot your book at home : \_\_\_\_\_
5. Anthropology is the study of people,their societies and cultures : \_\_\_\_\_
6. Brain drain means the emigration of educated and skilled people : \_\_\_\_\_
7. "I'm sorry,I've given you the wrong change." The shop assistant said : \_\_\_\_\_
8. Sorry to bother you,but your dog was barking ail night andI couldn't sleep : \_\_\_\_\_
9. Culture refers to the beliefs and traditions of a particular group of people : \_\_\_\_\_
10. I'm not satisfied with the way you talked to me yesterday : \_\_\_\_\_