

# UNIT XI

## I'M SORRY, SIR

### Before You Listen

Work with your partner. Draw lines to match the phrases on the left with the correct ending on the right to make six sentences. The first one is done for you.

- |                             |   |                              |
|-----------------------------|---|------------------------------|
| I'm sorry, but could you... | ● | the mistake.                 |
| I'd like...                 | ● | anything else?               |
| I asked for...              | ● | some red wine.               |
| Would you like...           | ● | red, but you brought white.  |
| I'm sorry about...          | ● | there's been a mistake.      |
| I'm afraid...               | ● | bring me some water, please. |

### 1. LET'S LISTEN

#### Dialogue A

*(The telephone rings.)*

Russell: Hello?

Sandy: Hi, Russ? It's me. Look, we're having a bit of trouble with the car, so it looks like we won't be able to make it tonight. I'm really sorry.

Russell: Oh really? What is it?

Sandy: Well, it's the carburetor again. We just had it fixed last week, but it must be clogged up again somehow.

Russell: Well, I'm sorry to hear that. Want me to come get you?

Sandy: Well, actually, we're stuck on the freeway and I had to walk a mile to this gas station to get help.

Russell: In this terrible weather?

Sandy: Yeah, I'm pretty wet, I can tell you that!

Russell: Look, why don't I come pick you guys up in my car, once they tow the car to the station. Where are you at?

Sandy: You know that Arco station at the entrance to the freeway?

Russell: Oh, yeah, I know where that is. I'll be right down. We still might be able to catch the late show.

Sandy: OK, great. Sorry about the inconvenience.

Russell: Don't worry about it. See you in a little bit.

Sandy: Thanks. See you.

*freeway*: major highway

*inconvenience*: trouble

### Discussion

1. Where are the two speakers in this dialogue?
2. What is the weather like?
3. What is wrong?
4. What had Sandy, Russell, and the third person referred to in the dialogue been planning to do before the car broke down?
5. What does Sandy apologize for? What words does he use? There are two apologies in this dialogue. Find them both.
6. When Russell says he is sorry (line 8), is this an apology?
7. What does Russell offer to do? What is Sandy's reply?
8. Note that in line 14 the word "at" is not necessary. In standard formal English it would not be appropriate. Why is it used here?

## 2. LET'S LISTEN

Look at the problems that sometimes happen in restaurants. Circle the number to show how serious you think each problem is. Choose from 1 (not serious) to 4 (quite serious).

■ slow service	1	2	3	4
■ missing cutlery	1	2	3	4
■ noisy customers nearby	1	2	3	4
■ a mistake with your order	1	2	3	4
■ a rude waiter	1	2	3	4
■ badly prepared food	1	2	3	4
■ a mistake on your check	1	2	3	4

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Listen to three conversations. Circle which type of meal they are having. Then draw lines to the problems they have.

	Meal	Problems
Conversation 1	[lunch    dinner] ●	● the cutlery is dirty
Conversation 2	[lunch    dinner] ●	● the food doesn't arrive
Conversation 3	[lunch    dinner] ●	● the drink is cold
		● the food is cold
		● the waiter gives the drink to the wrong person

### 3. LET'S LISTEN

Listen to the conversations again. Write down the reason for the problem (if mentioned).  
Write down what the server offers to do.

	Reason for Problem mentioned	Server offers to....
Conversation 1		
Conversation 2		
Conversation 3		

### 4. LET'S LISTEN

Listen to 4 conversations at hotels. Look at the numbers and write the number.



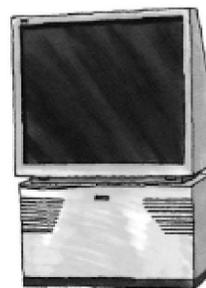
Conversation \_\_\_\_\_



Conversation \_\_\_\_\_



Conversation \_\_\_\_\_



Conversation \_\_\_\_\_

Listen again and answer the question. Circle Yes or No.

Does the guest accept the apology?

Conversation 1	Yes	No
Conversation 2	Yes	No
Conversation 3	Yes	No
Conversation 4	Yes	No

## 5. LET'S LISTEN

Listen to the conversations and identify who the speakers are and what the reasons/problems are for the apology.

	Speakers	Reasons/ problems
Conversation 1		
Conversation 2		
Conversation 3		
Conversation 4		
Conversation 5		
Conversation 6		
Conversation 7		
Conversation 8		
Conversation 9		

## 6. LET'S LISTEN

25 Minutes

MLTR

After sometimes, I've finally \_\_\_\_\_ up my mind  
 She is the girl and I really want to make her mind  
 I'm \_\_\_\_\_ everywhere to find her again  
 To tell her I love her and I'm sorry 'bout the things \_\_\_\_\_ done

I find her \_\_\_\_\_ in front of the church  
 The only place in town where I didn't search  
 She looks so happy in her \_\_\_\_\_ dress  
 But she's crying \_\_\_\_\_ she's saying this

\*Boy I missed your kisses, all the time but this is  
25 minutes too late  
Though you \_\_\_\_\_ so far  
Boy I'm sorry you are  
25 minutes too late

\_\_\_\_\_ the wind  
I'm going home again  
Wishing me back to the time  
when we \_\_\_\_\_ more than friends

But \_\_\_\_\_ I see her in front of the church  
The only place in town where I didn't search  
She looked so happy in her wedding dress  
But she cried while she was saying this

\*

Out in the street  
Places where hungry \_\_\_\_\_  
Have nothing to \_\_\_\_\_  
Inside my head  
Still I can hear  
The words she said

\*