

### Apology Scenarios

	Common Scenarios in US English	Check the Steps included in the apology	Discussion Question
1	You are going to eat with a friend at a restaurant. You are waiting and she eventually arrives half an hour late and says, "Sorry to keep you waiting!"	<input type="checkbox"/> Remorse <input type="checkbox"/> Accountability <input type="checkbox"/> Repair <input type="checkbox"/> Change	<ul style="list-style-type: none"> <li>• Was it an appropriate apology?</li> <li>• What do you think could be added to the apology to make it more sincere?</li> </ul>
2	You are eating at a restaurant and the spoon on your table is dirty. You show it to your waiter and he says, "I'm so sorry sir/ma'am! I'll bring you a clean one right away!"	<input type="checkbox"/> Remorse <input type="checkbox"/> Accountability <input type="checkbox"/> Repair <input type="checkbox"/> Change	<ul style="list-style-type: none"> <li>• Was it an appropriate apology?</li> <li>• Would you add anything to the verbal apology?</li> <li>• Other than the verbal apology, what could be done to repair the difficult situation?</li> </ul>
3	You are an airline gate agent and you have to tell a customer their flight has been cancelled. You say, "I regret to inform you that there has been a problem and your flight has been cancelled. But we will refund your money or arrange you another flight if you want."	<input type="checkbox"/> Remorse <input type="checkbox"/> Accountability <input type="checkbox"/> Repair <input type="checkbox"/> Change	<ul style="list-style-type: none"> <li>• Do you think it was an appropriate apology?</li> <li>• Would you change/add anything to the apology?</li> <li>• Was a full refund necessary?</li> </ul>
4	You were talking to a friend at a party and someone interrupts your conversation and says, "Excuse me! We haven't met! I am John. It's nice to meet you!"	<input type="checkbox"/> Remorse <input type="checkbox"/> Accountability <input type="checkbox"/> Repair <input type="checkbox"/> Change	<ul style="list-style-type: none"> <li>• Do you think John was inappropriate or offensive?</li> <li>• Was "Excuse me" enough of an apology for the interruption?</li> </ul>
5	You don't follow your teacher's instructions regarding an assignment and she is not happy with your paper. You then apologize and say, "I'm	<input type="checkbox"/> Remorse <input type="checkbox"/> Accountability <input type="checkbox"/> Repair <input type="checkbox"/> Change	<ul style="list-style-type: none"> <li>• Was it an appropriate apology?</li> <li>• Would you change/add anything to the apology?</li> </ul>

	sorry. I misunderstood! It won't let it happen again!"		
6	A friend invites you to their house! You can't attend or don't feel like going, so you say, "Thank you very much for inviting me but I can't come this time. I'm sorry!"	___ Remorse ___ Accountability ___ Repair ___ Change	<ul style="list-style-type: none"> <li>• Was the apology necessary?</li> <li>• Would you apologize differently?</li> <li>• What if you just said yes, but didn't go? Would that be a lie?</li> </ul>