Accepting Bad News

B1-PLUS · Functional English · WORKSHEET

Name: _____ Date: _____

1. Choose the best response.

Choose the best response.

1. “The flight has been cancelled.”
   Choices: I’m disappointed, but I understand. What are the options? / This is your fault! Fix it now! / I don’t care.

   Answer: _____

2. “We can’t offer you a refund.”
   Choices: Oh well. Could I exchange it instead? / You are lying. / I will never come back.

   Answer: _____

3. “The event is full.”
   Choices: That’s a shame. Could you put me on a waiting list? / Then I hate your event. / Okay, bye.

   Answer: _____

4. “The meeting is postponed.”
   Choices: Thanks for letting me know. When is the new date? / That is bad. I protest. / No problem.

   Answer: _____

2. Complete the response.

Write one word.

1. Oh ___, these things happen.

2. I’m a bit disappointed, but I ___.

3. What are the ___ now?

4. Thanks for ___ me know.

3. Write the dialogue.

Write responses to disappointing news.

3. Write the dialogue. (continued)

1. Accept the news and say how you feel.

2. Ask about alternatives.

3. Thank the other person.