Write a Formal Apology

B1-PLUS · Writing · WORKSHEET

Name: _____ Date: _____

1. Choose the best sentence.

Choose the best sentence for a formal apology.

1. Opening:
   Choices: We are writing to apologise for the delay in your order. / We write sorry for delay order. / Sorry your order late now.

   Answer: _____

2. Referent:
   Choices: This problem was caused by a technical error. / The delay delay was caused by delay error. / Technical error this is caused problem.

   Answer: _____

3. Solution:
   Choices: To make up for this, we would like to offer you a full refund. / For this we offering refund full you. / We offer maybe refund.

   Answer: _____

4. Closing:
   Choices: Once again, we sincerely apologise for the inconvenience. / Again sorry bye. / Apologise we inconvenience.

   Answer: _____

2. Complete the letter.

Write one word.

1. Dear Ms. Reyes, We are writing to ___ for the delay.

2. This ___ was caused by a system error.

3. To make ___ for this, we would like to offer a refund.

4. Once ___, we apologise for the inconvenience.

3. Your letter.

Write a short formal apology.

3. Your letter. (continued)

1. Write the opening and the apology.

2. Write the explanation and the solution.

3. Write the closing.