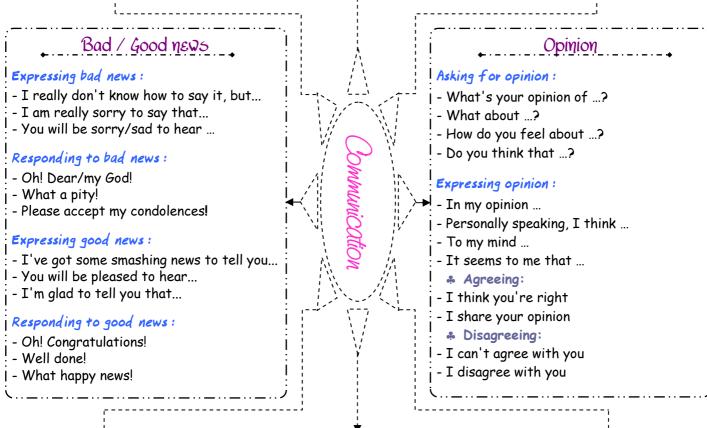
## Apology Apology I i'm sorry for... Please accept my sincere apology I deeply regret that Forgive me! I didn't mean it Responding to apologies: That's all right! Never mind! Don't worry about it Forget about it Apology Askin Cou

## Understand / Clarify Advice Asking for advice: Expressing lack of understanding: - What's your advice for...? - Sorry, I don't understand you! - What should I do to...? - I don't see what you mean! - What do you advice me to do? - I can't get your idea! - What would you do if you were me? - I don't quite follow you! Giving advice: Asking for clarification: - I advice you to... - What do you mean by...? - You'd better ... / you ought to... - Could you be more explicit? - If I were you, I would... - Could you clarify, please? Why don't you ...? I beg your pardon!



## Complaint Certainty Making a request : Making a complaint : Expressing certainty: - Oh! Dear, I need ... - I'm sure/certain ... Sorry, I have a complaint - Definitely/certainly ... - Would you mind...? - I'm a little dissatisfied with... - I wonder if you could ...? - I just don't know how to say it, but ... - There is no doubt ... - It's obvious/evident I'd like you to ... I'm afraid I have to make a serious complaint Responding to requests: Responding to complaints: Expressing uncertainty: www.doros-bac.com - I'm uncertain ... \* Accepting: \* Accepting: Sure/Certainly! Oh! Dear I'm really sorry about that - I'm not sure ... Yes, of course! - I'm doubtful about ... I can't tell you how sorry I am \* Refusing: \* Rejecting: Expressing probability: - Sorry! I'm afraid there is nothing we can do about it - It may be ... - Sorry, we haven't anything we can do Of course not! - It could be ...