A) PISNI SESTAVEK (V ENI OD STALNIH SPOROČANJSKIH OBLIK)

FORMAL LETTER – APOLOGY

Level B2 · 10 exam-style tasks

Note on salutation. If the task **names the addressee**, begin *Dear Mr/Ms + surname* and end *Yours sincerely*. If it gives **only a company or office**, begin *Dear Sir or Madam* and end *Yours faithfully*. Set out your address and the date, and the recipient's details, in the correct places. Your name is **Dominik(a) Novak**.

Task 1

Letter of apology

You were due to give an important presentation to a client but failed to attend because you misread the date. The meeting had to be rescheduled. Write to the client, Ms Bennett.

Write a **letter of apology** of **170–180 words** in which you:

- apologise clearly and say what for
- explain what happened without making excuses, acknowledging the inconvenience
- offer to make amends and express hope to continue working together

(20 points)

Task 2

Letter of apology

You gave a customer incorrect information which caused them problems. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise clearly
- explain what went wrong and acknowledge the consequences
- offer to put it right

(20 points)

Task 3

Letter of apology

You double-booked a venue and disrupted an event. Write to the organiser, Mr Fry.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and take responsibility
- explain the error and acknowledge the disruption
- offer a solution and compensation

(20 points)

Task 4

Letter of apology

Your team missed a delivery deadline for a partner company. You want to apologise on their behalf.

Write a **letter of apology** of **170–180 words** in which you:

- apologise on behalf of the team
- explain what happened and acknowledge the impact
- offer a revised plan

(20 points)

Task 5

Letter of apology

You damaged equipment borrowed from another department. Write to the department head, Ms Todd.

Write a **letter of apology** of **170–180 words** in which you:

- apologise clearly
- explain how it happened and take responsibility
- offer to repair or replace it

(20 points)

Task 6

Letter of apology

You sent a rude email in error to a colleague. Write to your colleague, Mr Okoro.

Write a **letter of apology** of **170–180 words** in which you:

- apologise sincerely
- explain the circumstances briefly and acknowledge how it may have felt
- offer to make things right

(20 points)

Task 7

Letter of apology

You forgot to confirm a booking, causing a client inconvenience. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and say what for
- explain the oversight and acknowledge the inconvenience
- offer a remedy

(20 points)

Task 8

Letter of apology

You missed a deadline for a grant application your group was relying on. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise clearly
- explain what happened and acknowledge the consequences
- offer to help find a solution

(20 points)

Task 9

Letter of apology

You gave a poor tour and a visitor complained. Write to the visitor, Ms Reyes, on behalf of the company.

Write a **letter of apology** of **170–180 words** in which you:

- apologise sincerely
- explain briefly and acknowledge the visitor's disappointment
- offer to make amends

(20 points)

Task 10

Letter of apology

You cancelled an order late, causing a supplier difficulty. You want to apologise.

Write a **letter of apology** of **170–180 words** in which you:

- apologise and take responsibility
- explain what happened and acknowledge the impact
- offer to make it right

(20 points)