

Polite expression: Apology การขอโทษ & Forgiveness การยกโทษ

Excuse me.

'Scuse me.

I'm sorry.

Sorry.

Sorry about that.

Pardon me.

I must apologize.

I didn't mean to.

I apologize for being late.

Excuse me for my smoking here.

Please excuse me for coming late.

Please forgive me. I really didn't mean that.

Respond to Apology & Forgiveness

การตอบรับคำขอโทษ:

Not at all.

It doesn't matter.

No worries.

Don't sweat it.

Forget it.

No problem.

I quite understand.

Don't let it happen again.

Never mind about that.

Not to worry. (ไม่ต้องกังวลหรอก)

It's nothing. (ไม่เป็นไรครับ)

Please don't worry about it (that).

No harm. (ไม่มีอะไรร้ายแรงหรอก)

No harm done. (ก็ไม่มีอะไรเสียหายนี่ครับ)

That's all right. (ไม่เป็นไรครับ)

That's OK.

Forgiveness: ยกโทษ

Dialogue 1

Mike: Can you forgive me, Sue?
I didn't mean to hurt your feelings.

Sue: Well, I know now that you didn't mean to hurt my feelings.
Yes, I'll forgive you.

Dialogue 2

Jeff: Oh! Was that your foot?
I'm sorry. Does it hurt?

Lori: It's okay. It was an accident.
It will be all right in a minute.

Forgiveness: ยกโทษ

Dialogue 3

Jim: Excuse me. I didn't realize
that you were sitting here.
I'll move over.

Carla: No problem. Thank you.

Dialogue 4

Jane: I'm sorry, sir.

I guess I had too many things
in my hands.

Did I get any water on you?

Al: No, don't worry about it.
Nothing spilled on me.

Apology: การขอโทษ

Dan: I am really sorry.

I hope you'll forgive me.

**Tom: After you apologize
to me today.**

**We are going to forget
it. We are good
friends.**

**Sam: I want to apologize
for not calling you
yesterday. I was busy
all day.**

**Roy: That's all right. I'm
glad you have time to
call me today.**

Asking for permission

Asking	Saying Yes	Saying No
Can I.....?	Yes, sure	Well, I'm afraid...+ reason
Could I.....? Could I possibly.....? Is it all right if I.....? Do you think I could.....?	Yes, of course. Yes, that's fine. Certainly.	Well, the problem is..... .
Do you mind if I.....?	No, not at all. No, of course not.	Sorry, but..... .

Making requests

Asking	Saying Yes	Saying No
Can you.....?	Yes, sure.	Well, I'm afraid + reason
Could you.....? Is it all right if you.....? Do you think you could.....? Will you.....? Would you.....?	Yes, of course. Certainly.	Well, the problem is Sorry, but..... .
Do you mind + v.ing.....?	No, not at all.	
Would you mind + v.ing.....?	Of course not.	

*Use: Would you mind if I...? Could I possibly...? Could you possibly...?

Do you think you could...? to sound more polite.

*Remember : “Do you mind...?” “Would you mind...?” mean “Is it a problem for you?”

So the polite answer when we “say yes” is “No”.

Responding to compliments in English

1. Standard responses:

Compliment:

You did great job.

You're really perfect.

.....

Respond:

Thank you, that's very kind!

Thank you, that's very nice.

Thank you, that's very sweet.

Thank you, that's very kind of
you to say so.

Responding to compliments in English

Almost everyone likes to receive a compliment.

Saying “Thank you” alone might not be enough.

2. Sharing responsibility and caring.

Ex: At the academy awards.

Compliment: You did great job with the report.

Respond : Thank you, I had some great help from
: Thank! Tom worked on it too.
: It wasn't all my work.
Tom gave me a lot help.
: That's very kind. I'll tell Tom.
He helps me loads.

Ex:

When sharing good news:
“We”

When sharing bad news or dealing with problem : “I”

When teamwork not involved:
Thank you, I had a great teacher.

When giving motivation to do better: Thank you, I wanted it to be like this.... .

Responding to compliments in English

3. Hard work.

Ex: When a compliment relates to an accomplishment.

Compliment: I really like the way you can play the piano.

Respond : Thank you, that's very kind of you. It's taken me years of practice.

4. Returning the compliment.

Compliment: You look smart.

Respond : Oh, thanks very much! You look very nice too. I like your coat.

5. Gifts or luck.

Compliment: Nice necktie.

Respond : Thanks. My wife gave it to me for my birthday.

Compliment: Nice apartment.

Respond : Thanks. I was lucky to find it.

Compliment: You have a beautiful voice.

Respond : Thank you. I got it from my mother. She's a really good singer, too.

Compliment: Your wife is very attractive.

Respond : Thanks, but I still didn't know why she married me.

Responding to compliments in English

6. Another way to respond to thanks.

Compliment:

You are great.

.....

Respond:

Cut it out!

อย่าคิดเลย

Flattery 'll get you nowhere!

การพูดเอาใจไม่สำเร็จหรอก!

Oh, I'm flattered.

เอาใจผมเสียจริง

You flatter me.

คุณพูดเอาใจผมนะนี่

At your service.

ยินดีช่วยเสมอ

No bother at all.

ไม่เป็นไรน่า

Polite Expression

Excuse me....

Pardon me.... bump into someone, get someone's attention, interrupt someone, and ask for information:

Excuse me, could you tell me the way to the station?

Excuse me, is anyone sitting here?

In American English **Pardon me** and **Excuse me** for apologies:

Excuse me/ Pardon me, I didn't see you there.

In British English you say: **Pardon? Sorry?**

In American English you say: **Pardon me?**

Excuse me?

not hear or understand and want them to repeat it:
Pardon, could you say that again?

Sorry...

Apologize for something small: Sorry I'm late.

I'm sorry... when you made a mistake, or for any inconvenience : I'm sorry, but do you think you could move your car?

Please...

In British English it introduces or ends a request:

Please could I have the menu?
Could I have the menu, please?

Ask somebody to do something:

Move this table for me, please.

Thank You ...

You say Thank you or Yes when you want to accept something:

'How about another cup of coffee?' 'Thank you.' /
'Thanks.' / 'Yes, please.'

You say "No, thank you." "No, thanks" When
you want to refuse:

"Would you like some more cake?" "No, thank
you." / "No, thanks"

There are 3 different expressions that you can
use to respond to thank you:

You're welcome. - basic

My pleasure. - expresses the idea that you

were happy to do it

Don't mention it. - informal

Cheers...

Cheers is often used in informal British English to mean **Thank you**:

'Here's that \$5 I owe you.' 'Oh, **cheers**.'

Bless you...

This is a polite expression used after someone sneezes.

Quiz Time:

1. You also say **Cheers** when you lift a glass of alcohol before drinking it, to hope that people you are drinking with will..... .

2. The "Magic word" of Polite Expression is
