

Email Writing: Apologising (apologizing, Am.Eng)) Phrases

Key Words

- Sorry (Adj) informal
 - Apologise (V) apologies (plural noun)
 - Regret (V) formal
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Sorry about/for sth (something)

I'm **very** sorry...

Make stronger with **very**.

Sorry about/for sth

Sorry for + V+ing

- I'm sorry for taking so long to get back to you.
- I'm sorry about/for the delay. — Sorry about/for + noun
- I am sorry (that) I missed our meeting last Thursday.

Sorry + (that) clause (Subj + Verb)

informal writing is more like speaking

Phrasal verbs - get back to you (contact you)

contractions - I'm

- I'm sorry for taking so long to get back to you.
- I'm sorry about/for the delay.
- I'm sorry I missed our meeting last Thursday.
- I am very sorry that I missed our meeting last Thursday.

informal

neutral

This example is more neutral to semi-formal. There are no contractions or phrasal verbs and the optional 'that' is written.

Informal - Neutral

I/we apologise for + sth
apologize (US spelling)

We **sincerely** apologise ...

Make stronger with *sincerely*.

I/we apologise for + sth

- I apologise for the delay in replying to your email.
- I apologise for missing the meeting.
- We sincerely apologise for the poor standard of service you received.

I apologise for + noun/V+ing

Neutral - Formal

Please accept my/our apologies for...

Using the plural noun **apologies**.

Please accept my **sincere** apologies...
Please accept my **sincerest** apologies...

Make stronger with **sincere/sincerest**.

Please accept my/our apologies for...

apologies for + noun

- Please accept our apologies for **any inconvenience caused**.

'inconvenience caused' is a common phrase

- Please accept my apologies for the delay in shipping your order.

Neutral - Formal

I/We regret...

I **sincerely** regret

I **deeply** regret

I **very much** regret

Make stronger with *sincerely/deeply/very much*

- We regret **the inconvenience caused** by our computer error.
- We very much regret **the error / the misunderstanding / the delay...** + noun
- We regret **that** the price information sent to you was incorrect. + that + clause (S + V)

Here 'we' means 'the company'.

Formal

Source: www.mybusinessenglish.com

http://www.youtube.com/watch?v=Mux_Dk4OUEw

<iframe width="640" height="360" src="//www.youtube.com/embed/Mux_Dk4OUEw?rel=0" frameborder="0" allowfullscreen></iframe>

Summary

- I am sorry for/about/(that)...
- I/we apologise for...
- Please accept my/our apologies for...
- I/We regret ...

Informal - Neutral

Neutral - Formal

Formal

sincere