

Everyday Conversations

Hétköznapi beszédhelyzetek

UNIT 2 - How to apologise

Hogyan kérjünk bocsánatot?



How to apologise in English

Apologising is an **essential communication skill** in English, especially in international workplaces and multicultural environments. Knowing how to say “sorry” **politely** and naturally helps **avoid misunderstandings** and shows respect. In English, apologies can be formal or informal, strong or mild, **depending on** the situation. For example, you might use a simple “Sorry!” when you bump into someone on the street, but a more detailed apology is needed if you miss an important meeting or make a mistake at work.

Many learners tend to overuse “I’m sorry,” but English offers **a wide range of** expressions that help you sound more fluent and confident. It’s also important to know how to respond to an apology politely, using phrases like “No problem,” “Don’t worry about it,” or “I appreciate your apology.”

In this lesson, we will learn useful phrases, practise short dialogues, and complete exercises to help you apologise naturally in different situations.

essential - alapvető

communication skill - kommunikációs készség

politely - udvariasan

to avoid - elkerülni

to depend on - függni valamitől

a wide range of - széles választéka valaminek



SORRY **vs** EXCUSE ME



Először is tisztázzuk a különbséget a SORRY és az EXCUSE ME között!

1) A **SORRY** kifejezést akkor használjuk, ha bocsánatot szeretnénk kérni, mert valami rosszat csináltunk.

2) **EXCUSE ME!** – főként beszélt nyelvben használjuk

A) akkor használjuk, amikor udvariasan fel akarjuk hívni valakinek a figyelmét valamire, főleg amikor egy kérdést szeretnénk feltenni:

„Excuse me, can you tell me the way to the museum please?” – Elnézést kérek, meg tudná mondani az utat a múzeumhoz?”

B) akkor használjuk, amikor elnézést szeretnénk kérni egy általunk elkövetett durvaságáért vagy kellemetlenségért:

„Oh, excuse me. I didn't know anyone was here.” – Oh, elnézést kérek. Nem tudtam, hogy van itt valaki.



Kifejezések az EXCUSE szóval:

excuse somebody – megbocsátani valakinek

„I’ll excuse you this time, but don’t be late again.” – Most elnézem neked, de többet ne késs!

excuse somebody for (doing) something – megbocsátani valakinek valamiért

„Please excuse me for being so late today.” – Bocsásd meg, hogy ennyit késtem ma.

excuse somebody from (doing) something – elnézni valakinek valamit, felmentést kapni valami alól

„Can I be excused from swimming today? I have a cold.” – Felmentést kaphatok úszás alól ma? Meg vagyok fázva.

excuse yourself – exkuzálja magát

„Richard excused himself and went to his room.” – Richard exkuzálta magát, majd bement a szobájába.

Excuse me (for living)! – Bocs’ hogy élek!

Apologies



Basic Apologies

Sorry! – Bocsánat!

I'm sorry about that. – Bocsánatot kérek ezért.

I didn't mean to... - Nem akartam ...

My mistake. – Az én hibám.

Stronger / More Formal Apologies

I'd like to apologise for... - Szeretnék elnézést kérni ... -ért.

Please accept my apologies. – Kérlek, fogadd el bocsánatkérésem.

I'm terribly sorry. – Szörnyen sajnálom.

I apologise for the inconvenience. – Elnézést kérek a kellemetlenségért.

Explaining / Taking Responsibility

It was my fault. – Az én hibám volt.

I should have... - Kellene nekem ...

I realise I made a mistake. – Tudom, hogy hibáztam.

I wasn't careful enough. – Nem voltam elég körültekintő.

Apologies



Offering Solutions

Let me fix it. – Engedd meg, hogy jóvá tegyem.

I'll make sure it doesn't happen again. – Biztosíthatlak, hogy nem fog többet előfordulni.

How can I make it up to you? – Hogyan tudnám jóvá tenni neked?

I'll take care of it right away. – Azonnal gondoskodom róla.

Responding to Apologies

No problem. – Semmi gond.

Don't worry about it. – Ne aggódj miatta.

It happens. – Megtörténik.

Thanks for letting me know. – Köszönöm, hogy szóltál.

Apoligising for bumping someone's car



Man: Hello, good morning. Sorry I'm disturbing you so early.

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Woman: Good morning. What's happened?

Man: I just wanted to let you know that last night, while parking I bumped into the back of your car.

Woman: Oh.

Man: As far as I could see in the dark there is no damage. I thought we could have a look together and if something's wrong, I'll pay for it, of course.

Woman: Just a moment, let me get my coat.

Man: I'm really sorry. It wouldn't have happened if the parking sensors had been working.

Woman: Luckily it doesn't look much to me.

Man: So I thought. I just wanted to make sure you know about it. How about that dent?

Woman: That's not new. I got that last year. It's not so easy to park in the dark. I remember bumping that post over there.

Man: I guess we could do with more street lights in this area. Maybe we should petition the council.

Woman: We could try, though that may take months. You'd better get your sensors fixed.

Man: I definitely will. This is my phone number just in case it turns out there's some internal damage.

Woman: There's no need really. It was probably nothing if it doesn't show on the bumper.

Man: Please take it. It will put my mind at ease.

Woman: All right. Thanks for letting me know. Few people take the trouble these days.

Apoligising for bumping someone's car



IMPORTANT PHRASES

Sorry, I'm disturbing you so early. – Elnézést, hogy ilyen korán zavarom.

What's happened? – Mi történt?

I just wanted to let you know ... – Csak tudatni akartam, hogy ...

I bumped into the back of your car. – Beleütköztem az autója hátuljába.

As far as I could see ... – Amennyire láttam ...

There is no damage. – Nem keletkezett kár.

If something is wrong ... – Ha valami gond van ...

I'll pay for it. – Kifizetem.

Let me get my coat. – Hadd vegyem fel a kabátomat!

It wouldn't have happened if ... – Nem történt volna meg, ha ...

It doesn't look much to me. – Nem néz ki súlyosnak.

I just wanted to make sure you know about it. – Csak biztos akartam lenni, hogy tud róla.

How about that dent? – És mi van azzal a horpadással?

I got that last year. – Azt tavaly szereztem.

I remember bumping that post over there. – Emlékszem, hogy nekimentem ott annak az oszlopnak.

I guess ... – Azt hiszem ...

We could do with more street lights. – Elkelné több utcai lámpa.

I definitely will. – Mindenképpen meg fogom tenni.

Just in case it turns out ... – Ha netán kiderülne ...

There's no need really. – Tényleg nincs rá szükség.

It doesn't show ... – Nem látszik ...

Please, take it. – Kérem, fogadja el!

It will put my mind at ease. – Nyugodtabb leszek tőle.

Thank you for letting me know. – Köszönöm, hogy szólt.

Few people take the trouble these days. – Manapság kevesen veszik a fáradságot.

Apoligising for bumping someone's car



IMPORTANT WORDS

to disturb somebody – zavarni valakit

to happen – valami megtörténik

to bump into something – beleütközni valamibe

damage – kár

to have a look – megnézni valamit/ránézni valamire

parking sensor – parkolásérzékelő

luckily – szerencsére

to make sure – meggyőződni valamiről

dent – horpadás

post – oszlop

street light – köztéri világítás

area – terület, környék

to petition – kérvényt benyújtani

council – tanács, önkormányzat

to get something fixed – megjavíttatni valamit

internal damage – belső sérülés/kár

bumper – lökhárító

to let somebody know – tudatni valakivel valamit

to take the trouble – venni a fáradságot

A loud party



Woman: Hello. Sorry to disturb you, are you the host?

Man1: No. Shall I get him?

Woman: Please do.

Man2: Hello. Would you like to join us? It's a great party.

Woman: Sounds like it is. I would love to join in but I have an exam tomorrow.

Man2: That's a pity.

Woman: And I'm afraid I came to ask if you could turn the music down a bit because I can't sleep.

Man2: Oh, sorry. I thought the house next door was empty.

Woman: It is empty. I live two houses down.

Man2: Wow, I didn't realise we were that loud. We didn't mean to disturb anybody.

Woman: I know. I also like a couple of drinks and a good party but tomorrow I need to do my best in my finals.

Man2: Sure. We'll turn the music down. Sorry again.

Woman: I wouldn't mind normally, but tomorrow I have a really tough day.

Man2: No hard feelings, I completely understand. Would you like a nightcap?

Woman: No thanks. I need a clear head tomorrow.

Man2: Good luck for tomorrow!

A loud party



IMPORTANT PHRASES

Sorry to disturb you. – Elnézést, hogy zavarlak.

Are you the host? – Te vagy a házigazda?

Shall I get him? – Hívjam ide?

Would you like to join us? – Szeretnél csatlakozni hozzánk?

Sounds like it is. – Annak is hallatszik.

I would like to join in but – Szeretnék csatlakozni, de ...

That's a pity. – Kár.

I'm afraid I came to ask – Sajnálom, de azért jöttem, hogy megkérjelek ...

I thought the house next door was empty. – Azt hittem, hogy a szomszéd ház üres.

I live two houses down. – Két házzal lejjebb lakom.

I didn't realise we were that loud. – Észre sem vettem, hogy ennyire hangosak vagyunk.

We didn't mean to disturb anybody. – Nem akartunk senkit zavarni.

I need to do my best. – A legjobbat kell kihoznom magamból.

Sure. – Persze.

I wouldn't mind normally. – Normális esetben nem bánnám.

No hard feelings. – Semmi gond.

Would you like a nightcap? – Szeretnél egy italt lefekvés előtt?

I need a clear head tomorrow. – Tiszta fejre lesz szükségem holnap.

A loud party



IMPORTANT WORDS

to disturb – zavarni

host – házigazda

to join somebody – csatlakozni valakihez

exam – vizsga

pity – kár

I'm afraid – félek/attól tartok

to turn down the music – lehalkítani a zenét

a bit – egy kicsit

to realise – észrevenni, rájönni

to mean – szándékozni, akarni

to do one's best – a legjobbat kihozni magából

tough – kemény, nehéz

completely – teljes mértékben

nightcap – lefekvés előtti ital

A lost order



Advisor: Hallo, this is 1234567, Good Books Bookshop speaking. How can I help you?

Customer: This is May Smith speaking. I ordered a book from you two weeks ago, but unfortunately it hasn't arrived yet. You sent me an e-mail confirming it was dispatched on 4th August.

Advisor: I'm very sorry to hear that your order has not yet arrived. Let me check it for you. Can you give me your order number and your address?

Customer: Sure. It's BDU-403-84513744650. My address is 22 Fekete Street, 1111 Budapest, Hungary. I ordered the book on 2nd August. Usually the books I ordered from you arrived soon after having been dispatched. I don't know what may cause the delay now.

Advisor: I can confirm that it was dispatched on 4th August and your address is correct on the order form. Perhaps it has been delayed in the post. Have you enquired about it at your local post office?

Customer: Yes, I talked to our postman, but he knew nothing about it.

Advisor: Well, we will then look into the matter further for you and order a replacement copy. This will be dispatched shortly. Please allow a few days for the item to ship and then 4-8 working days for delivery.

Costumer: Thank you. What if the original copy will be delivered in the meantime?

Advisor: If you end up receiving both copies, please keep them both with our compliments.

Costumer: Thank you for your kind help.

Advisor: Thank you for calling us. I would like to apologise for the delay once more and I hope your replacement copy will arrive soon.

Customer: I'm looking forward to it. Thank you, again. Good bye.

A lost order



IMPORTANT PHRASES

This is ... speaking. – Itt ... beszél.

How can I help you? – Miben segíthetek?

I'm very sorry to hear that... – Sajnálattal hallom, hogy...

Let me check it for you. – Megnézem Önnek.

Sure. – Persze. Természetesen.

I don't know what may cause the delay. – Nem tudom, mi lehet a késés oka.

We will look into the matter further. – Részletesebben is megvizsgáljuk az ügyet.

Please allow a few days for the item to ship. – Kérem, vegye figyelembe, hogy pár napba telik, mire fel tudjuk adni a könyvet!

What if.... – És mi van akkor, ha....

in the meantime – időközben

If you end up receiving two copies... – Ha a végén netán két könyvet is megkapna...

with our compliments – tiszteletpéldányként, ingyen

Thank you for your kind help. – Köszönöm a kedves segítséget.

I'm looking forward to it. – Nagyon/Izgatottan várom.

A lost order



IMPORTANT WORDS

to order – rendelni

to confirm – megerősíteni

to dispatch – elküldeni, feladni

order number – rendelés száma

delay – késés

to enquire – érdeklődni

local – helyi

replacement copy – másodpéldány

to ship – feladni

working day – munkanap

delivery – kézbesítés

to apologise – elnézést kérni