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Communication

Apology

Apologizing :
- 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

Understand / Clarify

Expressing lack of understanding :
- Sorry, I don't understand you!
- I don't see what you mean!
- I can't get your idea!
- I don't quite follow you!

Asking for clarification :
- What do you mean by...?
- Could you be more explicit?
- Could you clarify, please?
- I beg your pardon!

Advice

Asking for advice :
- What's your advice for...?
- What should I do to...?
- What do you advice me to do?
- What would you do if you were me?

Giving advice :
- I advice you to...
- You'd better ... / you ought to...
- If I were you, I would...
- Why don't you ... ?

Bad / Good news

Expressing bad news :
- I really don't know how to say it, but...
- I am really sorry to say that...
- You will be sorry/sad to hear ...

Responding to bad news :
- Oh! Dear/my God!
- What a pity!
- Please accept my condolences!

Expressing good news :
- I've got some smashing news to tell you...
- You will be pleased to hear...
- I'm glad to tell you that...

Responding to good news :
- Oh! Congratulations!
- Well done!
- What happy news!

Opinion

Asking for opinion :
- What's your opinion of ...?
- What about ...?
- How do you feel about ...?
- Do you think that ...?

Expressing opinion :
- In my opinion ...
- Personally speaking, I think ...
- To my mind ...
- It seems to me that ...

♣ Agreeing:
- I think you're right
- I share your opinion

♣ Disagreeing:
- I can't agree with you
- I disagree with you

Request

Making a request :
- Oh! Dear, I need ...
- Would you mind...?
- I wonder if you could...?
- I'd like you to ...

Responding to requests :

♣ Accepting:
- Sure/Certainly!
- Yes, of course!

♣ Refusing:
- Sorry!
- Of course not!

Complaint

Making a complaint :
- Sorry, I have a complaint
- I'm a little dissatisfied with...
- I just don't know how to say it, but ...
- I'm afraid I have to make a serious complaint

Responding to complaints :

♣ Accepting:
- Oh! Dear I'm really sorry about that
- I can't tell you how sorry I am

♣ Rejecting:
- I'm afraid there is nothing we can do about it
- Sorry, we haven't anything we can do

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Certainty

Expressing certainty :
- I'm sure/certain ...
- Definitely/certainly ...
- There is no doubt ...
- It's obvious/evident...

Expressing uncertainty :
- I'm uncertain ...
- I'm not sure ...
- I'm doubtful about ...

Expressing probability :
- It may be ...
- It could be ...

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