

12th GRADE

ENGLISH GAMES & ACTIVITIES

THEME 10
MANNERS



T.C. MİLLÎ EĞİTİM BAKANLIĞI



English 12

Games & Activities

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Games are learner-centered activities and they can be considered as an excellent opportunity for students in terms of taking responsibility for their own learning. Being one of the most essential components in foreign language classes, thanks to the advantages, games are frequently used in learning and teaching English as well.

It is a well-known fact that games are educationally valuable, and they can be highly motivating and challenging. Providing a meaningful context for language use, they encourage students to interact, communicate and sustain the effort of learning (Lee, 1995). Games allow students to analyze the information and develop their critical thinking skills (Lujan et al., 2006), and they also develop problem-solving skills through choices students make during a game (Feinstein et al., 2002). Furthermore, it is known that games can lower anxiety and contribute to second language acquisition. Enabling students to acquire new experiences within a foreign language and adding diversion to the regular classroom activities, they create a relaxed learning atmosphere (Fromme, 2003; McFarlane and Sakellariou, 2002).

Supporting the teaching methods used frequently in the classroom, the games and activities included in the book are quite useful for not only teachers but also students. The book offers teachers to have the opportunity to learn about various types of games and activities that can enhance learning process while adding fun to class. Besides, it is a great book for students to take responsibility for their own learning thanks to the games and activities that let them work individually, in pairs, in groups and as a whole class.

With this book, it is aimed to make learning more effective and meaningful by providing a competitive, participatory and enjoyable educational environment. Another aim of this book is to help students develop self-confidence and build higher self-esteem. Moreover, thanks to the interactive games and activities, it is intended that students use the four basic language skills integrated with each other more effectively.

It is purposed that students are provided with the knowledge and skills determined in line with the language functions in the curriculum effectively, acquire various skills, apply these skills in different situations and enjoy while doing all of these.

We believe the games and activities will be useful for our students.

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ICONS USED IN THE BOOK



Duration



Individual Activity



Whole Class Activity



Link



Pair Work



QR Code for Listening



Cut



Group Work



THEME 10 MANNERS

12th GRADE

FUNCTIONS

F1 Talking about wishes and regrets

F2 Apologizing

F3 Giving explanations

1 Don't Ruin My Wish!



This activity enables students to talk about wishes. It helps develop students' ability to speak fluently and interactively. It also helps them to build confidence and boost their creative thinking. It is a great activity to make logical connections between ideas.

Materials and Preparation

Bring a blank piece of paper for each student.

Procedure

- 1 Give each student a blank piece of paper.
- 2 Have them make a list of three wishes. Get them to imagine that they've found a genie's lamp if you want to add some more fun to the activity.
- 3 Get them to write down their wishes.

E.g.

- I wish I had a twin sister.
- I wish I could sail around the world.
- I wish I were the captain of the school basketball team.

- 4 Tell your students that they should be careful about what they wish for. Sometimes, when we get something we want, there may be hidden consequences that can make it bad, e.g., "If you were the captain of the school basketball team, you would feel exhausted acting as a second coach."
- 5 Tell them they are going to play a game and they are going to imagine the negative consequences of their classmates' wishes. As an example, ask a student for one of his/her wishes and get his/her partner to ruin the wish.

E.g.

Dennis: I wish I were a superhero.

Lara: If you were a superhero, you would have a highly dangerous and stressful life.

- 6 Elicit more potentially negative consequences of being a superhero, e.g., "You would have lots of enemies." "You would feel very uncomfortable in your superhero clothes."
- 7 Tell your students that they are going to do the same thing in their groups. Put your students in groups of three. Have one student read his/her wish and let the others ruin it.
- 8 The student who says the most reasonable disadvantage of the wish gets a point. The student with the most points is the winner of the group.
- 9 You can put all the winners in a group and get them to play the game one more time to choose the winner of the class.
- 10 You can also have students choose the funniest and the most creative disadvantage of the wish given.



THEME 10 MANNERS

FUNCTIONS

F1 Talking about wishes and regrets

F2 Apologizing

F3 Giving explanations

2 Explain Why!



This activity enables students to give explanations. It will also help them improve their listening and speaking skills.

Materials and Preparation

Make enough copies of the worksheet on page 206 for each pair. Make sure they cut up the cards and put them face down on their desk.

Procedure

- 1 Have students work in pairs.
- 2 One of the students in each pair picks up a card and plans what to say as an explanation, an excuse or a reasonable clarification.
- 3 On being ready, s/he starts talking. Then, they change roles. Make sure each student has talked three times at least.
- 4 Then pick five cards randomly and ask for the explanations they have given to their partners. Have them share the cards with everyone. Nominate volunteers.
- 5 In another version, pairs can create dialogues related to the situation and act them out in the classroom.

3 Why Did You Write ...?



With this pair work activity, students will be able to talk about wishes and regrets. They will also be able to improve their four main language skills.

Materials and Preparation

Make enough copies of the worksheets on pages 207-208 for each pair of students.

Procedure

- 1 Put students into pairs and give them the corresponding worksheet (Student A and Student B).
- 2 First, get them to read the instructions about wishes and regrets and then write their answers in a few words in the corresponding shapes.
- 3 Then, have them fold the paper and swap it with their partners.
- 4 Get students to take turns with their partners asking and answering questions about the information written in the shapes. Encourage them to ask for more details.

E.g.

Maya: Why did you write, "Take better care of myself?"

Deniz: Because I wish I'd taken better care of myself in recent years.

Maya: Why didn't you?

Deniz: ...

- 5 When the activity is over, get some feedback from the class.



THEME 10 MANNERS

FUNCTIONS

F1 Talking about wishes and regrets

F2 Apologizing

F3 Giving explanations

4 Please Accept My Apologies



With this pair work activity, students will be able to role-play different situations in which they are required to give explanations and offer an apology. They will also be able to improve their four main language skills.

Materials and Preparation

Copy and cut out the worksheet on page 209.

Procedure

- 1 Put students into pairs and give each pair a role card that describes a situation requiring an apology.
- 2 Have students imagine a scenario based on the situation on the role card and write a dialog. Set a time limit, e.g., 10 minutes.
- 3 When the time is over, get pairs to role-play their dialogs in front of the class.
- 4 After watching all the role-plays, ask the class to vote for the best performance and the best apology.

5 Explain That!



With this pair work activity, students will be able to give explanations for different situations. They will also be able to improve their listening, speaking and reading skills.

Materials and Preparation

Copy and cut out the worksheet on page 210 for each pair of students.

Procedure

- 1 Put students into pairs.
- 2 Give each pair three sets of role-play cards (Student A and Student B).
- 3 Get them to have conversations by following the prompts on the cards.
- 4 Encourage students to follow up on their partners' answers with further questions.
- 5 When the task has been completed, ask a few pairs to role-play their conversations in front of the class.



THEME 10 MANNERS

12th GRADE

FUNCTIONS

F1 Talking about wishes and regrets

F2 Apologizing

F3 Giving explanations

6 Forgive Me



This activity enables students to apologize properly for the given situations. It also enables students to improve their listening, speaking, reading and writing skills.

Materials and Preparation

Get enough copies of the worksheet on page 211 for each group.

Procedure

- 1 Divide the students into groups of three or four.
- 2 Give each group a copy.
- 3 Have students examine the situations and come up with their own ideas for the apologies for each one.
- 4 Remind students to use different sentence forms for each situation. They can write their sentences in the space left next to each situation.
- 5 When they finish, let groups swap their worksheets. Ask them to check the responses.
- 6 The group that has the most correct responses becomes the winner.
- 7 As an extension, you can randomly read a sentence from the sample answer key and expect students to tell the number of the situation as quickly as possible.

7 Make It Clear



This activity enables students to give explanations of the given quotes. It allows the class to expand the ideas of the group, which often leads to more in-depth conversations. The activity also encourages students to improve their listening and speaking skills.

Materials and Preparation

No special preparation is needed.

Procedure

- 1 Divide the students into groups of four or five.
- 2 Write the given quotes on the board. (If you want, you can change them.)
 - *Better good manners than good looks.*
 - *Good manners don't cost anything.*
 - *Good manners and kindness are always in fashion.*
 - *The hardest job children face today is learning good manners without seeing more.*
- 3 Tell the groups to choose one of the given quotes and analyze it as a group.
- 4 Ask them to explain their ideas by giving reasons and examples. Remind them to support their ideas well.
- 5 When the groups are ready, ask them to present their explanations.
- 6 The group that gets the most applause becomes the winner.



THEME 10 MANNERS

FUNCTIONS

- F1 Talking about wishes and regrets
- F2 Apologizing
- F3 Giving explanations

8 How I Wish!



This activity enables students to talk about their wishes and regrets. It also encourages students to improve their listening, speaking, reading and writing skills.

Materials and Preparation

Copy and cut up the set of cards on pages 212-213.

Procedure

- 1 Divide the classroom into four groups.
- 2 Deliver a set of cards to each group.
- 3 Students read the situation written on their set and brainstorm the ways to complete the sentences in the chart.
- 4 Then they read their ideas aloud, and the other members of the groups had to guess what their given scenario was.
- 5 Discuss the outcomes with the whole class.

9 Pardon Me!



This activity enables students to apologize in different situations. It also encourages students to improve their listening and speaking skills.

Materials and Preparation

Cut the cards on page 214 into two columns, with situations cards in italics and useful language cards in quotation marks.

Procedure

- 1 Divide the class into pairs.
- 2 Deliver the situation cards to each pair.
- 3 Pairs examine the situations and come up with their own ideas for an apology for each one.
- 4 The language cards are then given to them to match with the situations.
- 5 At the end of the game, give each pair an uncut version to check their answers.
- 6 The pair with the most precise answers wins the game.



THEME 10 MANNERS

12th GRADE

FUNCTIONS

F1 Talking about wishes and regrets

F2 Apologizing

F3 Giving explanations

10 It Was Not My Intention



This activity enables students to give explanations for certain situations. It also encourages students to improve their listening, speaking, reading and writing skills.

Materials and Preparation

Copy and cut out the given situations on page 215 into strips and fold each strip before putting them in a bag.

Procedure

- 1 Have each student come and pick a piece of paper from the bag.
- 2 On a piece of paper, students write an apology and explanation note to the addressee of their chosen situation.
- 3 Then, all students share their explanations with the class.
- 4 The whole class provides feedback.

11 Prick Up Your Ears



This activity enables students to talk about wishes and regrets. It also encourages students to improve their listening, speaking, reading and writing skills.

Materials and Preparation

Make sure you have Internet access in your class. Make copies and cut out the worksheet on page 216.

Procedure

- 1 Divide the students into groups of four or five.
- 2 Tell them that they are going to listen to a dialog. Ask them to listen very carefully as they are going to answer the comprehension questions afterwards.
- 3 Have students listen to the dialog twice. If necessary, repeat the process three times.
- 4 Tell the groups that they are going to answer the comprehension questions.
- 5 The students who raise their hands first get the chance to answer.
- 6 Remind the students that each correct answer is two points.
- 7 The group with the highest score is the winner of the game.



THEME 10 MANNERS

FUNCTIONS

F1 Talking about wishes and regrets

F2 Apologizing

F3 Giving explanations

12

Difficult Situations



This activity enables students to practise how to apologize in different situations. It also encourages them to improve their listening, speaking and reading skills.

Materials and Preparation

Copy and cut out the photocopiable material on pages 217-218.

Procedure

- 1 Divide the class into two teams, A and B.
- 2 Cut up the situation cards and apology cards and shuffle them face down on the table.
- 3 Ask each student of both teams to come and pick up a card.
- 4 Remind the students that team A players are going to pick up situation cards and team B players are going to pick up apology cards.
- 5 When the player from team A picks up a situation card, e.g., “You didn’t hear someone”, the players of team B must find the matching apology card in five minutes and say “Pardon?”
- 6 Each team gets 5 points for each correct match. The team with the highest score wins the game.



Answer Key

6 Forgive Me

1 You didn't hear Mary.	"Pardon me! Could you repeat that, please?"	9 A waiter has brought you the wrong food.	"I'm sorry, but this isn't what I ordered."
2 You are trying to stop a stranger to ask for a direction.	"Excuse me. Can you tell me the way to the nearest bus stop, please?"	10 You have spilt your friend's coffee accidentally.	"I'm terribly sorry. Let me buy you another one."
3 You are phoning Bill again to ask another question.	"Sorry to bother you again, but there's one more thing I don't understand."	11 You have just blown your nose in front of your boss.	"Sorry. I think I've caught a cold."
4 The old lady has to move aside, so you can get off the train.	"Excuse me, would you mind moving aside a bit?"	12 You are the child who has broken Mr. Hue's window.	"I'm deeply sorry. I'll be very careful. It won't happen again, I promise!"
5 You are telling John that he is losing his job.	"I'm sorry to have to tell you that you won't be employed here from now on."	13 Your little daughter/son enters the room while you are having an important call.	"Sorry, my sweetie. I'll just be with you within a minute."
6 You behaved badly to your friend when you were angry yesterday.	"I'm afraid I'd had a little too much stress yesterday. So sorry. Please accept my apology."	14 You have arrived late for your appointment with a friend at a restaurant.	"Sorry, I'm late. I owe you an apology. Have you been waiting long?"
7 A customer has just shown you a dirty spoon and a glass.	"How careless of me. I'm sorry, sir/madam; I'll bring you a clean one right away."	15 You didn't keep your promise about going on a holiday with your parents.	"I hope my sincere apology would do some good for us. I really couldn't get any time off. I had really busy days at work."
8 You kept David, who was phoning you, on hold for a long time.	"I apologize for keeping you waiting on the line."	16 You corrected your colleague publicly and then kept harping on his/her mistake.	"I actually didn't mean to make you feel belittled. I apologize for my words."

**Answer Key****8 How I Wish!****Suggested Answers****SET 1**

If only my manager wouldn't be so obsessive about tiny details.

I wish my co-workers were more straightforward and humble.

I'd sooner start looking for a better job than work in such an environment.

My boss behaves as though his expectations are constantly changing.

It is time I talked to my boss about my discontentment.

I'd rather my new job provide me with a satisfying and cooperative working environment.

SET 2

If only my parents wouldn't control my life to such an unnecessary level of detail.

I wish my dad had more faith in me.

I'd sooner make my own voice heard than become an insecure person.

My mom behaves as though I'm still five years old and cannot take responsibility for my own actions.

It is time I had an honest conversation with my parents about my need for independence.

I'd rather my life be more autonomous and courageous.

SET 3

If only my roommate would be more mindful about living in a mutual space.

I wish our living room was wide enough for more than one person.

I'd sooner search for a larger space to live in.

My roommate behaves as though she/he is living alone on our floor.

It is time I talked to my roommate about the seriousness of our noise problem.

I'd rather my space be quieter and less chaotic.

SET 4

If only my coach would be more supportive.

I wish I were more focused and goal-oriented.

I'd sooner adapt to my new routine than go back to my unhealthy eating habits.

My coach behaves as though quitting eating fast food is a child's play.

It is time I took my fitness plan more seriously.

I'd rather my diet be more practical and adaptable

11 Prick Up Your Ears

- 1 It's for Amy.
- 2 To revise the lessons.
- 3 If she had known, she would have bought a gift and worn something nicer.
- 4 He thought it was for Sophie.
- 5 He would have kept the surprise party a secret.
- 6 Because she thought Alfie had ruined it.



Audio Script 1

11 Prick Up Your Ears

Daisy: Right, I think we're almost ready. I just hope everyone arrives soon so we can hide before Amy gets here.

Ollie: What time did you tell people to come?

Daisy: About now, and Amy half an hour later.

Ollie: Mmm, but most of our friends arrive late and Amy's usually early.

Daisy: It'll be OK, I told them to be on time. They'll all be here in a minute.

Alfie: Oh, hi, Amy. I bet we're the first to arrive.

Amy: Hello. First for what?

Alfie: The party, of course. The surprise party.

Amy: I came to revise a bit with Daisy. Nobody told me anything about a party!

Alfie: They must have just forgotten. You can revise another day, can't you?

Amy: Yes, but I haven't brought anything, and if I'd known, I would have worn something nicer.

Alfie: I'll say my present is from both of us, and you look great, you always look great. Um, well, let's go in, shall we?

Daisy: What are you doing here?

Alfie: We're here for the party, of course. The surprise party.

Daisy: Well, it's not a surprise any more, is it?

Alfie: What do you mean?

Ollie: It was a surprise party for Amy.

Amy and Alfie: Ohhhh.

Alfie: Well, nobody told me. I thought it was for Sophie.

Ollie: I did tell you. If you didn't play video games at the same time as you read your texts ...

Alfie: I definitely would've remembered if you'd told me!

Amy: Listen, it doesn't matter! I think it's really, really sweet of you to have a party for me. And I am surprised. I couldn't be more surprised!

Daisy: Ah, good. Happy birthday for two days ago!

Amy: Thanks a lot, Daisy, and Ollie. It's a lovely surprise!

Daisy: It would've been even better if Alfie hadn't ruined it!

THEME 10 APPENDIX



2 Explain Why!

12th GRADE



You're late.

You don't want anything to eat.

You're not at school today.

You didn't eat anything yesterday.

You feel great.

You're alone in the classroom.

Your English teacher is angry.

You can't go to the school party.

You don't have any money in your bag.

You can't find your glasses.

You didn't invite your friends to your birthday party.

You don't get on well with your sister.



THEME 10 APPENDIX

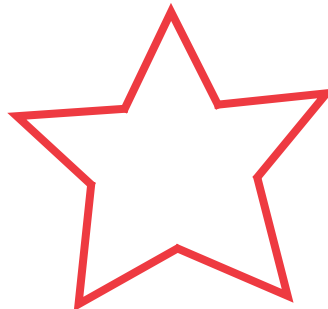
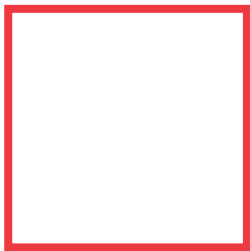
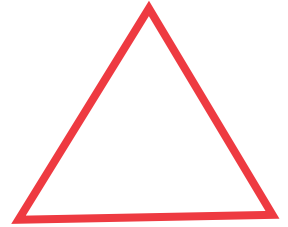
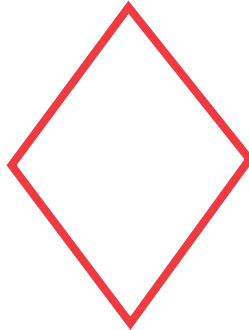
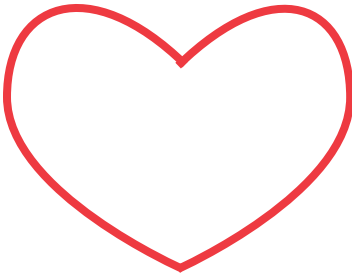
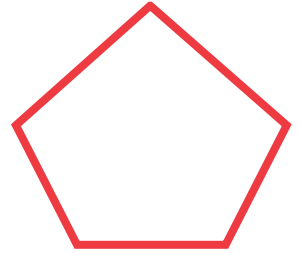
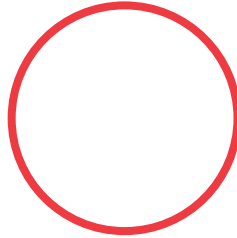
3 Why Did You Write ...? (1)

12th GRADE

STUDENT A

- 1 In the diamond, write a mistake you regret making in a friendship.
- 2 In the square, write a movie that you wish you had seen at a movie theater.
- 3 In the circle, write the name of an extreme sport which you wish you could dare to do.
- 4 In the heart, write a skill that you wish you had learned when you were a little kid.
- 5 In the cloud, write the name of a historical place that you wish you could see.
- 6 In the rectangle, write something that you would do if you weren't a student.
- 7 In the star, write a hobby you wish you could take up but can't afford.
- 8 In the pentagon, write something you regret doing when you were younger.
- 9 In the triangle, write a wish you have for your classmates.

.....fold here.....





THEME 10 APPENDIX

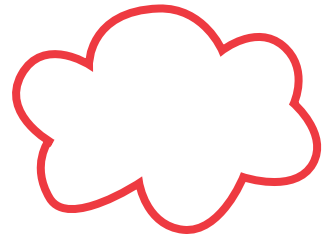
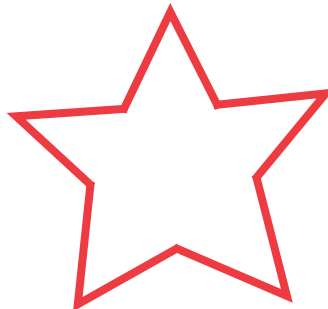
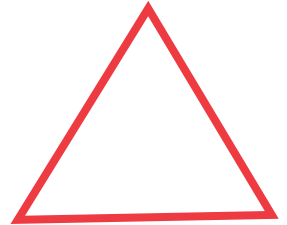
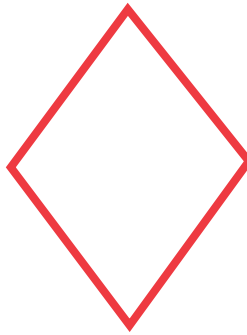
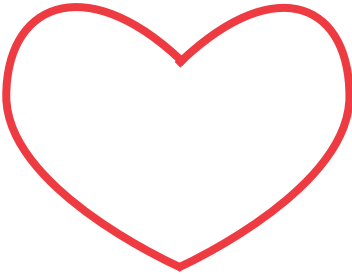
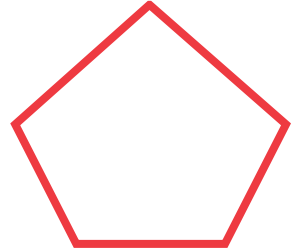
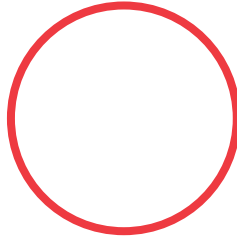
3 Why Did You Write ...? (2)

12th GRADE

STUDENT B

- 1 In the cloud, write a wish you have for your country and the world.
- 2 In the rectangle, write a hobby you wish you had started many years ago.
- 3 In the circle, write something you wish you could get for your next birthday.
- 4 In the pentagon, write a TV show you wish had never ended.
- 5 In the star, write something you regret saying to someone.
- 6 In the square, write a gift you wish you had given to your best friend up to now.
- 7 In the diamond, write something you wish you had/didn't have in your room.
- 8 In the heart, write a city you wish you could visit in ten years.
- 9 In the triangle, write a chore you wouldn't do if you had the chance.

.....fold here.....



THEME 10 APPENDIX



4 Please Accept My Apologies

12th GRADE



You've burnt the cake because you forgot to turn off the oven. Your mom is angry with you now. Make an apology, stating your reason.

You're late for a very important meeting. Call your boss to apologize and make an excuse.

Your best friend is disappointed because she has learnt that you told her secret to someone else. Make a sincere apology for your mistake.

You're interviewing a famous person. You've realized that s/he is getting annoyed when you ask personal questions. Express your regrets and make an excuse.

You are in a big store to buy something. You skip the queue and walk straight to the cashier. People waiting in the queue warn you. Apologize respectfully and make an excuse.

You promised your sister to attend her graduation ceremony, but you couldn't make it. Make a sincere apology and state your reason for not attending the ceremony.

You're about to leave the supermarket without paying for the groceries you've bought as you're being so forgetful these days. The cashier reminds you about the payment. Apologize and make an excuse.

You've had a bike accident with your brother's bike. He is very upset when he sees his broken bike. Express your regrets and make an excuse.

You couldn't hand in a project on time. Your teacher is disappointed. Make an apology and give a reason.

Your dad asked you to take the dog for a walk. You've arrived home late, and your dad is not very happy about this. Apologize to him and make an excuse.

You're a sales assistant in a shop. You've accidentally sold a pair of shoes in the wrong size. Apologize to the customer and make an excuse.

You didn't return the books you'd borrowed from the school library. Apologize to the librarian respectfully and state your reason for not returning the books in time.



THEME 10 APPENDIX

5 Explain That!

12th GRADE

Student A - Card 1

- You're a sales assistant at a store.
- A customer asks for a refund for the sweatshirt s/he bought three months ago.
- Explain kindly that it's impossible to give a refund because according to the refund policy of the store, a customer has to return the product within 30 days of purchase.

Student B - Card 1

- You are a customer.
- You bought a sweatshirt last summer, but you hadn't tried it until last night. When you wore it, you realized that it didn't fit you at all. You have the receipt, so you decide to ask for a refund.
- Insist on a refund explaining your reasons.

Student A - Card 2

- You're Student B's best friend.
- You're moving into a new apartment this weekend. Your parents were supposed to help you, but they told you at the last minute that they couldn't come. So, you desperately need someone to help you.
- Ask Student B to help you move and unpack all the boxes.

Student B - Card 2

- You are Student A's best friend.
- You've just learned that s/he is moving into a new apartment this weekend.
- You have to go out of town to attend your sister's graduation ceremony this weekend. Make a sincere apology and explain the situation.

Student A - Card 3

- You are a boss.
- You promised to give your employee a promotion earlier this year. However, the company has been going through a rough time.
- Tell your employee that you'll have to break your promise. Express your regrets and give an explanation.

Student B - Card 3

- You are an employee.
- You were promised a promotion by your company, which meant a new office and an increase in salary.
- Now that you've learned you won't get the promotion, you feel disappointed. Ask your boss the reasons for his/her decision.



THEME 10 APPENDIX

6 Forgive Me

12th GRADE

1 You didn't hear Mary.		9 A waiter has brought you the wrong food.	
2 You are trying to stop a stranger to ask for a direction.		10 You have spilt your friend's coffee accidentally.	
3 You are phoning Bill again to ask another question.		11 You have just blown your nose in front of your boss.	
4 The old lady has to move aside, so you can get off the train.		12 You are the child who has broken Mr. Hue's window.	
5 You are telling John that he is losing his job.		13 Your little daughter/son enters the room while you are having an important call.	
6 You behaved badly to your friend when you were angry yesterday.		14 You have arrived late for your appointment with a friend at a restaurant.	
7 A customer has just shown you a dirty spoon and a glass.		15 You didn't keep your promise about going on a holiday with your parents.	
8 You, kept David, who was phoning you on hold for a long time.		16 You corrected your colleague publicly and then kept harping on his/her mistake.	



THEME 10 APPENDIX

8 How I Wish! (1)

12th GRADE

SET 1

SITUATION

You've recently accepted a job offer and started working, but you are extremely dissatisfied with everything about it. The work is tiresome; the manager is very obsessive and has an unstable personality. As if that wasn't enough, your co-workers are very hypocritical and snobbish.

If only my manager...

I wish my co-workers...

I'd sooner...

My boss behaves as though...

It is time I...

I'd rather my new job...



SET 2

You're seventeen years old and live with your mom and dad. They have such complete control over your life and decisions that they never allow you to become independent or confident enough.

If only my parents...

I wish my dad...

I'd sooner...

My mom behaves as though...

It is time I...

I'd rather my life...



THEME 10 APPENDIX

8 How I Wish! (2)

12th GRADE

SET 3

You've just recently begun living in a student hostel. You share the space with someone else, and your floor has only one bathroom and a tiny living room. You've started to realize how hard it would be to live with all the chaos and noise.

If only my roommate...	
I wish our living room...	
I'd sooner...	
My roommate behaves as though...	
It is time I...	
I'd rather my space...	



SET 4

You've made the decision to go on a diet and hire a personal fitness coach to assist you in losing weight and trying to regain your fitness. You've found that the new routine is very hard to adapt to, and you're getting frustrated.

If only my coach...	
I wish I...	
I'd sooner...	
My coach behaves as though...	
It is time I...	
I'd rather my diet...	

THEME 10 APPENDIX



9 Pardon Me!

12th GRADE

SITUATIONS	USEFUL LANGUAGE
<i>You put someone who was calling you on hold for an extended period of time.</i>	"I apologize for keeping you waiting."
<i>You're calling someone again to ask another question.</i>	"I'm sorry to bother you again, but there's something else I don't really understand."
<i>You are late for a restaurant reservation.</i>	"I apologize for being late. Have you been waiting for a long time?"
<i>Someone should step aside so that you can exit the metro.</i>	"Pardon me, may I just..."
<i>You have spilt someone's juice at a cafe.</i>	"Please accept my heartfelt apologies. Let me go out and get you another one."
<i>You were just shown a dirty knife by a customer.</i>	"Please accept my apologies, sir. Let me get you a clean one right away."
<i>Someone was speaking, but you didn't hear them.</i>	"Excuse me?"
<i>You need to approach a stranger and ask for directions.</i>	"Please excuse me. Can you help me?"
<i>You've broken someone's window as a child.</i>	"I promise I'll never do that again!"
<i>You're informing someone that they're going to lose their job.</i>	"I'm sorry to have to deliver bad news to you..."
<i>You've consumed all of your friend's snacks.</i>	"I'm truly sorry. I had no idea they were yours."
<i>You accidentally sneezed into someone.</i>	"I'm sorry. I believe I've caught the flu."
<i>Someone walks in while you're on the phone.</i>	"Please excuse me; I'll just be a moment."
<i>You notice someone smoking in an inappropriate place.</i>	"I'm afraid it's not permitted here."
<i>Someone is talking to you in a foreign language.</i>	"I'm sorry, but I don't understand what you're saying."
<i>You misheard someone's instructions.</i>	"I apologize; I misunderstood you."





SITUATIONS

While you were in the kitchen making a cake for your family, the mixer broke down, and your mother became furious.

While helping your brother with his homework, you misunderstood the subject and caused him to submit an incorrect assignment.

Your mom gave you the task of cleaning the family car this weekend, and you accidentally scratched it while you were trying to clean a stain.

You absentmindedly took the wrong bus to school, and your teacher wouldn't let you take the exam because you were late.

While examining your friend's new phone, you accidentally dropped it from your hand and the glass has cracked. Your friend is very angry with you.

To reconcile two of your resentful friends, you unintentionally revealed some of their secrets while talking to them, and now neither of them wants to talk to you.

While assisting your younger brother in cleaning his room, you accidentally stepped on his favorite toy, and broke it down.

You accidentally said weird things while trying to compliment your friend, and she is so heartbroken.

In the cafeteria, you knocked over the tray while trying to help the waiter serve your orders.

You spilled your coffee on the paper while you were studying the text of your colleague's speech to be given at a school event, and the text has become unreadable.

While helping your elderly neighbor carry his shopping bag, you clumsily dropped the bag on the floor and an expensive set of glasses was broken.

Your dog mistakenly walked into the neighbor's garden and ruined all the food she/he has been growing there.

You spilled water on your sister's painting, and the art class assignment she's been struggling with for days is completely ruined.

You washed your mother's favorite white shirt with black clothes, causing it to become gray.

You were supposed to meet with your friend, but you had an emergency and forgot to inform her.

The meeting time at work has changed, and the manager has asked you to notify your colleagues, but due to your busy schedule, you have completely forgotten to do so.

You and a friend bought tickets to a play you love and showed up in front of the theater just in time, but you realized you had left the tickets at home.

You were so confused during exam week and forgot to celebrate your best friend's birthday.

You were having a bad day and said something hurtful to your mother for no apparent reason.

Your cat escaped through the window and broke into the neighbor's apartment and smashed the trash in the kitchen.



Comprehension questions

- 1 Who is the surprise party for?
- 2 Why did Amy go to Daisy's house?
- 3 What would Amy have done if she had known about the party?
- 4 Who did Alfie think the party was for?
- 5 What would have happened if Alfie had listened to Ollie carefully?
- 6 Why did Daisy feel regret about the surprise party?



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SITUATION CARDS



You have arrived late at a restaurant.

The customer says there is a mistake on the bill. S/he didn't order fish.

You forgot to call me this morning.

You have spilt someone's drink.

You have to tell the participants that the meeting has been cancelled.

You are trying to stop a resident to ask for directions.

Someone is speaking a language you don't know.

You see someone taking photos in the museum where they aren't allowed.

The waiter has brought you the wrong food.

You didn't follow the teacher's instructions.



THEME 10 APPENDIX

12 Difficult Situations (2)

12th GRADE

APOLOGY CARDS



Sorry, I'm late. Have you been waiting long?

Oh! I'm awfully sorry about that. I'll take care of it.

Sorry about that. I woke up late.

I'm terribly sorry. Let me buy you another one.

I regret to inform you that there has been a problem.

Excuse me, can you help me?

I'm sorry. I can't understand what you are saying.

I'm afraid that isn't allowed here.

I'm sorry, but this isn't what I ordered.

I'm sorry, I misunderstood.



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