

Polite Greetings and Expressions

(1) Expressing Appreciation

Thanks.

Thank you.

I appreciate it.

Thanks for the tour.

Thank you for the nice gift.

I appreciate your hospitality.

I appreciate your lending me the chain saw.

(2) Apologizing

I'm sorry.

I made a mistake.

Please accept my apologies.

I'm sorry. I didn't mean to . . .

(I'm) sorry. I didn't realize that

That's okay.

No problem.

Prefacing bad news

I'm sorry (I have) to tell you this, but . . .

I hate to tell you this, but . . .

I don't know how to tell you this, but . . .

I have some bad news.

(Formal) written apologies

We regret to inform you that . . .

Regretfully, . . .

Unfortunately, . . .

(3) Invitations

Informal:

Would you like to . . .
We're going to Would you like to come along?
There's a (tonight). Would you like to go?
How about (V+ing) . . . ?
Do you want to . . . ?
I wonder if you would like to . . .
I was wondering if you would like to . . .

Formal:

I'd like to invite you to . . .
If you have time, I'd like to invite you . . .
Would you like to join us for (event) at (time)?
We'd be glad to have you accompany us . . .
We'd be delighted/honored to have you as our guest at . . .

(4) Requesting

Informal

Please . . .
Would you . . .
Could you . . .
Would you please
Could you possibly . . .
Would you mind (V+ing) . . .
Could you do me a favor?

Formal

Could I ask you to . . .
Would you mind if I asked you to . . .
Would you be so kind as to . . .

(5) Activity 1

Let's Practice / Situational Conversation

Case A: Expressing appreciation to your employee to a job well done

Case B: Apologize for being late at a business meeting

Case C: Invite your client to a dinner to discuss a business proposal.

Invite your friend to lunch out with you and talk about your new job.

Case D: Make a formal request with your boss and informal request with your friend/ family members.