

Spoken English

How to apologize in a business environment?

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Everyone makes mistakes, which is why making amends and apologizing plays a very vital role. Learning and mastering the art of doing so may not be as important when you're dealing with family and friends. However, getting to the apology right is critical in a business environment, where there is barely any scope to make mistakes. Therefore, making a mistake in your workplace will require you to deal with it promptly and professionally. This would require your [English communication skills](#) to be the best and your apology appeal to be in simple yet [fluent English](#).



Let's look at a few examples that will teach you the basics of how to apologize in different situations by using appropriate [vocabulary](#):

Situation #1. Apologizing for a genuine mistake

When at work, at some point or the other, people are bound to make a mistake. Hence, while owning up and taking responsibility, you will need to be polite and soft-spoken ensuring your senior understands the fact that you are genuinely apologizing and wouldn't repeat that blunder again.

1. I'm sorry. I didn't realize that wasn't the correct way of doing things.
2. I want to apologize sincerely for the mistake I made yesterday.
3. Could you please accept my apologies and permit me to work with the team again.

Situation #2. Bringing in bad news for the company

Every company goes through its share of ups and downs. Therefore, if you're the one who is responsible for breaking in the bad news, don't shy away! Instead, hold your ground firm and make the announcement in [Basic English](#) informing people about the news you need to bring in.

1. I am sorry to break the news to you, but we've lost one of our most reputed clients today.
2. I hate to be the one telling you this, but the client is really angry. He has called for an urgent meeting during the second half of the day.
3. I don't know how to tell you this, but I have some bad news.



Situation #3. [Writing a good apology letter](#)

A business apology letter is a written document extending an apology in [professional and fluent English](#). The letter is used to convey your apologies and an acceptance of the mistake you've committed. In addition, it is important to send a written apology as soon as you realize the mistake you have done.

1. We're sorry for the inconvenience caused to your organization and here is a written confirmation that we're aware of our

shortcomings and are working on it.

2. We regret to inform you that we wouldn't want to continue our association with your company due to some professional reasons. Hope you understand.

3. Unfortunately, the tie up between our organizations did not materialize in the expected manner and hence we have decided to pull back our resources and give this affiliation a pause until the final decision is taken.

Apology Letter

Sender Name:
Sender Address:

Date: DD/MM/YYYY
Business Associate's Name
Business Associate's Address

Dear (Business Associate's Name):

RE: Apology

In the body of the letter, you will write the reason behind the mistake you did and real apologizing words. By this letter, you will show you really felt bad for your action and want to make the bad good. You may describe the situation in which you committed that mistake and now how you are willing to make this correct.

Try to ask the reader for forgiveness and promise not to make the mistake for the next time whatever the mistake is whether it is related to personal life or professional life. Every mistake can be made good by apologizing and becoming careful for the next time.

Yours,
[Your Name]

Taking full responsibility for your mistakes is one of the hardest parts of apologizing, especially when in a business environment. However, put yourself in a responsible employee's shoes and make the brave attempt of holding full indebtedness with an underlying apologetic tone.

Have a great professional life ahead!

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- By Monika Agarwal

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