****

**Apologizing and cancelling via Email**

Task 1

**Discuss as a group**

1. What do you do when you can’t come to English training?
2. What do you say when you have to cancel a meeting or teleconference you were invited to attend?
3. What is the difference between ‘apology’ and ‘apologize’?

**Email 1**

*You can’t come to English training next week because you have a department meeting. Write the text you would put in the body of the email to cancel your lesson.*

*Now read your email to your partner and give each other feedback. Don’t make any changes to it yet, you will come back to it later.*

**Brainstorm with a partner**

What do you think the three main parts of an apology email should be?

An apology or cancelation email should have three main parts in order to politely decline an invitation.

1. **Apology**

* **I’m sorry, but** I can’t attend the meeting on Thursday.
* **I’m afraid that** I can’t take part in the teleconference on Monday.
* **Unfortunately,** I cannot meet you in Feuerbach on Tuesday.

1. **Reason and additional information if necessary** *(rescheduling, requests, etc):*

* I have another meeting at this time I have to attend.
* I will be out of the office on a business trip. Could we please reschedule our call for the following week?
* I will be on vacation this week.

1. **Polite closing**

* Thank you for understanding. I hope to see you next week.
* Thanks for understanding. See you next week.
* I hope this doesn’t cause any inconvenience. Have a good day.

Task 2

**Email 2**

*Now go back to the email you wrote in Task 1. Make sure the 3 parts of the structure are there and change or rewrite it below.*

Task 3

*Please read the situations and write an email declining the invitations in your Outlook calendar.*

1. You have a weekly telecon at 9am on Tuesdays with your joint venture team located in China. You can’t take part in the call next Tuesday because you need to meet with your boss during that time. You would like Klaus to send you the minutes from the call so you know what was discussed. Klaus sent you the invitation and is the meeting organizer.
2. You have a meeting with a supplier (Bob Johnson) scheduled at your office for next week on Wednesday. You just found out that you got a good price on a last minute holiday to Egypt. You need to cancel the meeting and move it to the following week on Wed at the same time. Bob might be angry since he has planned on this day and time for a month.

Task 4

*Read the email below and write down any mistakes or suggestions you have to make it better. Then rewrite the email in the box below it.*

1. *Dear Matt,*

*I afraid but English is not possible today. For me the time is too less because I have an other meeting. Sorry.*

*Best regards,*

*Dieter*

**Trainer Notes:**

This lesson focuses on emails that apologize for canceling meetings, appointments, etc. It is designed to give Ppts an easy template to use when canceling Outlook appointments. Ppts can be instructed to use them when they can’t attend lessons as a way for ongoing practice.

The structure suggestion part can be deleted by the trainer and elicited on the board from the Ppts if desired. Suggestions and tweaking can be added based on personal style of the trainer and client information.