

Writing a Professional Apology Email

Reading Worksheet — Level C | tahricteaches.com

People make mistakes at work. Maybe you send a report late, or forget a meeting. When this happens, you must **apologize**. A professional apology email can fix the problem. It also shows your boss or coworker that you are responsible.

A good email needs a clear subject line. For example, write "Sorry for the Late Report." Then start with a polite **greeting**, like "Dear Mr. Lee." A nice greeting makes the email feel friendly and respectful from the very beginning.

Next, say sorry clearly. Use a **sincere** tone, not a cold one. Write, "I am very sorry for my mistake." Then explain what happened in one or two sentences. Do not make long excuses. Keep your explanation short and honest.

After that, offer a **solution**. Tell the person how you will fix the problem. For example, "I will send the report today." This shows you are serious and ready to help. A solution makes your apology stronger and more useful.

Finally, end with a polite closing, like "Best regards." A **professional** email is short, clear, and kind. When you write a good apology email, people trust you more. They will respond faster, and your work relationships will stay strong and positive.

A. Vocabulary

- | | |
|----------------------|---|
| 1. apologize ____ | a. short title of an email |
| 2. mistake ____ | b. honest and true |
| 3. polite ____ | c. answer or reply to someone |
| 4. subject line ____ | d. a way to fix a problem |
| 5. greeting ____ | e. to say sorry for something |
| 6. sincere ____ | f. something done wrong |
| 7. explain ____ | g. having good manners |
| 8. solution ____ | h. a friendly hello at the start of a message |
| 9. professional ____ | i. give reasons for something |
| 10. respond ____ | j. serious and proper, related to work |

B. True or False

- | | |
|---|--|
| ___ 1. A good apology email can help fix a mistake at work. | ___ 2. You should never explain what happened in an apology email. |
| ___ 3. A polite greeting should be at the beginning of the email. | ___ 4. The subject line of the email is not important. |
| ___ 5. A sincere apology uses a cold, unfriendly tone. | ___ 6. Offering a solution shows you are serious about fixing the problem. |

- ___ 7. A professional email should be clear and short.
- ___ 8. You should write a very long excuse in your apology.
- ___ 9. Ending the email with a polite closing is a good idea.
- ___ 10. People trust you less when you write a good apology email.

C. Fill in the Blanks

Word Bank: mistake, greeting, explain, solution, respond, apologize, sincere, professional

1. I made a _____ in my report, so I need to apologize.
2. Start your email with a friendly _____, like "Dear Ms. Chen."
3. You should _____ what happened in one or two sentences.
4. Offer a _____ to show you will fix the problem.
5. A good apology email helps people _____ to you faster.



D. Comprehension Questions

1. Why is it important to apologize when you make a mistake at work?
2. What should you include in the subject line of an apology email?
3. How can offering a solution make your apology stronger?

E. Discussion Questions

1. Have you ever had to apologize to someone at school or work? What did you say?
2. Why do you think a sincere apology is better than a cold one?



Answer Key

Writing a Professional Apology Email

Teacher Reference Only | tahricteaches.com

A. Vocabulary: 1-e, 2-f, 3-g, 4-a, 5-h, 6-b, 7-i, 8-d, 9-j, 10-c

B. True/False: 1-T, 2-F, 3-T, 4-F, 5-F, 6-T, 7-T, 8-F, 9-T, 10-F

C. Fill Blanks: 1-mistake, 2-greeting, 3-explain, 4-solution, 5-respond

D. Comprehension:

1. Because it shows you are responsible and helps fix the problem.
2. A short, clear sentence like "Sorry for the Late Report."
3. It shows you are serious and ready to help fix the problem.

© Tahric Teaches | tahricteaches.com | Source: tahricteaches.com