

## Speaking *CLB 6*

### **Context: At Work**

**Real World Task Goal:** apologize to or accept an apology from someone at work

Work with a partner. One partner's role is the person that apologizes; the other partner is the person (co-worker, supervisor, etc.) that receives the apology. Use the scenarios below to apologize or accept the apology appropriately.

N.B. Change roles after #3.

1. Partner 1 apologizes; Partner 2 is the friend at work.  
Task: Partner 1, at work, you accidentally spilled your coffee on a friend's papers.
2. Partner 1 apologizes; Partner 2 is the supervisor  
Task: Partner 1, you are late for a meeting with your supervisor because your bus was late.
3. Partner 1 apologizes; Partner 2 is the co-worker  
Task: You slipped on a wet floor and bumped into unfamiliar co-worker. This made them drop some boxes.
4. Partner 2 apologizes. Partner 1 is a co-worker.  
Task: You are using the photocopier at work to do a big job that you need immediately for a meeting. Others want to use the copier too.
5. Partner 2 apologizes. Partner 1 is the secretary.  
Task: A secretary has to work late to finish a job you gave her at the last moment.
6. Partner 2 apologizes. Partner 1 is the co-worker.  
Task: You forgot to give a supervisor a message from the co-worker.

Date: \_\_\_\_\_

Module Topic: \_\_\_\_\_

**CLB 6 – Real World Task Goal:** apologize to or accept an apology from someone at work

**Rubrics** (1 = No; 2 + partially, 3= Yes)

Holistic criteria:

Criteria	1	2	3
Completed all aspects of the task			
Overall effectiveness			

Analytic Criteria:

Criteria	1	2	3
Accuracy of the following grammar <ul style="list-style-type: none"><li>• <i>for</i> followed by gerunds (apologize/sorry for +gerund)</li><li>• noun complement following <i>sorry</i> (sorry that I...)</li></ul>			
Adequacy of vocabulary and phrases for purpose			
Appropriateness of apology <ul style="list-style-type: none"><li>• for context (individual and severity)</li><li>• use of appropriate intensifiers in apology (very, really, terribly)</li></ul> Appropriateness of acceptance <ul style="list-style-type: none"><li>• for context (individual and severity)</li><li>• use of appropriate phrases: <i>forget it, no problem, don't worry about it, apology accepted; I appreciate your apology</i></li></ul>			
Intelligibility <ul style="list-style-type: none"><li>• suprasegmentals (emphasis on intensifier)</li><li>• segmentals</li></ul>			
Fluency			
Organization and coherence of discourse			
Adequacy of apology <ul style="list-style-type: none"><li>• (apology + explanation + repair [optional depending on situation])</li></ul>			