

Saying thank you and saying sorry

1. Saying thank you

Use these words and phrases to thank someone:

- Thank you (very much).
- Thanks. (*Slightly informal, used to thank someone for something small.*)
- Cheers. (*Informal, often used when someone gives you something small, such as a drink.*)
- Thank you so much. (*Used to emphasize that you are really grateful.*)
- I'm so grateful to you. (*Slightly formal.*)

2. Adding a bit more

You can also add a phrase like this:

- That's great.
- That was really kind of you.
- I do appreciate it.
- That's a real help.
- I couldn't have managed without your help.

3. What to say when someone thanks you

Use these phrases to answer politely when someone thanks you:

- That's OK.
- You're welcome.
- No worries! (*Informal.*)
- Not at all. (*Slightly formal.*)

4. Saying that you were happy to do something

If you want to tell the person thanking you that what you did was not a problem for you, use these phrases:

- No problem!
- It was a pleasure.
- It was no trouble at all.

5. Saying sorry

The most common way to apologize is simply to say 'sorry'. 'Sorry' can be used to apologize for small things or serious things, in phrases like these:

- Oh, **sorry** – I didn't know this seat was already taken.
- I'm **sorry** I forgot your birthday.
- I'm **really sorry, but** I can't come to your party.
- I'm **so sorry that** I upset you.

6. Saying sorry for something small

Use this phrase if you do something such as accidentally knocking against someone, or going into a room where people are working or talking privately:

- Excuse me!

7. Saying sorry for body noises

If you accidentally make a rude noise with your body, for example burping, use this phrase:

- Pardon me!

8. Saying sorry in a formal way

If you want to say sorry in a formal situation, or in a letter, use a phrase like these:

- I **want to apologize for** what I said earlier.
- Please accept my sincere apologies for** the mistake.
- I **hope you can forgive** my rudeness.

9. Answering someone who says sorry

If someone says sorry to you and you want to accept their apology, use one of these phrases:

- That's OK.
- It (really) doesn't matter.
- No harm done.
- Don't worry about it.
- That's OK, but please don't let it happen again. (*Used if you want to show that you were upset by what the person did.*)