

应用文话题系列课 复习笔记

道歉信 Apology Letter

1. 写作技巧介绍

道歉信写作时，抓住四个要素 (4 key elements)

1. State what your letter is about 开门见山，直奔主题
2. State the mistakes made directly 陈述错误，尊重事实
3. Acknowledge how much you have hurt them 承认伤害，敢于担当
4. Offer a solution that will lead to improvements 提供方案，付诸行动

2. 技巧运用解析

要素一： State what your letter is about 开门见山，直奔主题

示例一： 因为影响别人排练而道歉 Apologize for influencing rehearsals

I apologize for the behavior of our second-grade classes at the dress rehearsal of your excellent show. They were certainly disruptive, and I was only amazed at how well your actors managed to keep going, in spite of the noise.

Their teachers have spoken to them, and the children have prepared cards and pictures for the cast, to express their own apologies. Will you please pass these on to Mrs. Doe and the cast?

更多示例： Openings of an apology letter

- ① I am writing to convey my deepest apology for my not being able to visit you at the hospital. Being sent by my office to an international conference in London, I could not leave at the time I received news of your operation.
- ② I am terribly sorry to tell you that I am unable to attend your birthday party next Thursday evening.
- ③ I hope you will accept my sincere apology for the excessive noise my class made yesterday afternoon.
- ④ I regret to inform you that I am unable to celebrate your birthday with you personally and missing the opportunity to spend time with all of our old friends.

要素二：State the mistakes made directly 陈述错误，尊重事实

Personal or **out of your control situation** is the key.

示例一：因为班级活动影响他人道歉 Apologize for class influence

I hope you will accept my sincere apology for the excessive noise my class made yesterday afternoon. They got so involved with the activity we were doing that they completely forgot about keeping their voices down, and I must admit that I got carried away as well.

I'm sorry that we disturbed and distracted your class from their lesson. I will make a greater effort in the future to keep my class's enthusiasm within acceptable limits.

更多示例：The reasons

- ① Not having seen me for a couple of years, my grandparents living abroad are desperate to visit me. If they were not to arrive on Saturday, I would definitely show up as scheduled.
- ② Considering that my pen pal will come to visit our city at that time, I have to pick him up at the airport and show him around. That's why I can't carry out my promise.
- ③ That is owing to the fact that my younger brother suddenly fell ill and was taken to a hospital this morning. I have to go there immediately and take care of him. As told by the doctor in charge, it will take around five days for him to recover and I have asked my boss for a leave.

示例分析：Apology made by a cyclist who bumped a pedestrian on the road.
Which one is more appropriate and acceptable? Why?

Good version: "I'm really sorry for hurting you. The accident was entirely my fault, for I rode too fast to properly pay attention to the situation on the road."

Poor version: "I'm sorry to have hurt you, and I sincerely hope you can get better soon."

解析: *The second apology is not suitable. Not acknowledging the harm to others, it's hard to accept such an apology due to lack of sincerity and responsibility.*

这第二种道歉的方式是不合适的。没有承认对他人的伤害，这样缺乏诚意和责任感的道歉，是很难令人接受的。

要素三：Acknowledge how much you have hurt them 承认伤害，敢于担当

示例一：因为孩子破坏了邻居的花园道歉 Apologize for damaging neighbor's garden

I feel terrible about the damage John did to your garden. Being a gardener myself, I realize how much work you put into making it productive. I know I would be displeased if someone were to run carelessly through my carefully planted tomatoes.

John feels bad about what he did, and although he cannot repair the damage, he says he wants to compensate you by doing yard work for you this fall. If you agree, I think this would be a good lesson for John.

示例二：因为家事缺席而道歉 Apologize for absence on family business

Dear Mr. Parker,

I would like to apologize for my absence yesterday (November 28, 2015) since I had to urgently go home to our province. We had a family emergency, and I wasn't able to call you immediately.

I am willing to render the hours lost during my absence as to make up for its effect on our production. Rest assured that you will be immediately notified if such circumstances happen again in the future.

Sincerely, Karen Turner

要素四：Offer a solution that will lead to improvements 提供方案，付诸行动

Practice: 假定你是李华，你和在上海上学的英国朋友 Tom 约好本周末去北京旅游，但你因故不能赴约。请根据以下要点用英语给他写一封电子邮件。内容：1.表示歉意 2.解释原因 3.另约时间。注意：1.词数 80 左右 2.可以适当增加细节，以使行文连贯。

Possible Version 1:

Dear Tom,

I'm really sorry that I can't go on the scheduled trip to Beijing with you this weekend. Just now, my cousin Li Ming, who went abroad for further education last year, asked me to pick him up at the airport with his parents this weekend. As you know, we haven't seen each other for about a year, and I'll have to host him during his stay. I do hope that you can accept my apologies and understand my situation. I would appreciate it if you allow me to fix another time. Wish you a good time this weekend!

Sincerely yours, Li Hua

Possible Version 2:

Dear Tom,

I'm sincerely sorry that I can't go on the scheduled trip to Beijing with you this weekend. Just now, my cousin Li Ming, who went abroad for his post-secondary education last year, asked me to pick him up at the airport with his parents this weekend. As you know, we haven't seen each other for about a year, and I'm obliged to host him during his stay. It pains me to break our promise. Would you consider a rain check and fix another time to visit Beijing or elsewhere.

Sincerely yours, Li hua