



詞彙 Phrase

擔心	Worry
關心	Concern
對不起	Sorry
很抱歉	Apology
我恐怕...	I'm afraid that...
不好意思	Excuse me
我好抱歉...	I regret to say that...
我很明白你的難處	I really understand your difficulties
不便之處，敬請原諒!	Sorry for all inconvenience caused

短句 Sentence

請接受我誠心的道歉。

Please accept my sincere apology.

我好抱歉我們的同事遲到了，她正趕來約在十分鐘內到達。

I regret that our colleague is late. She is on the way right now and will arrive in ten minutes.

我恐怕暫時你不能簽這份買賣合約，因業主本星期出了埠，不如我們安排下個星期好嗎？

I'm afraid that you may not sign the Agreement for sale and purchase as the owner is out town this week. Can we do it next week?

提示 Hint

當處理投訴時，要有適當的回應，讓顧客感到你的關注。

Appropriate feedback can show your concern to customers when handling complaints.

例如：「不好意思，你看中的那樓房已經賣了，但我手頭上也有類似的樓房，我可以帶你去參觀一下。」

For example: "I'm sorry, the flat you wanted has already been sold. However, I have a similar flat that I can show you."