

## 1. Ask someone to repeat something

Read the exchanges, and practice with a partner.

A1: *How do I pay for my parking?*

B1: Pay at the machine in the lobby before you exit. It's on level L.

A2: *I'm sorry. Could you say that again?*

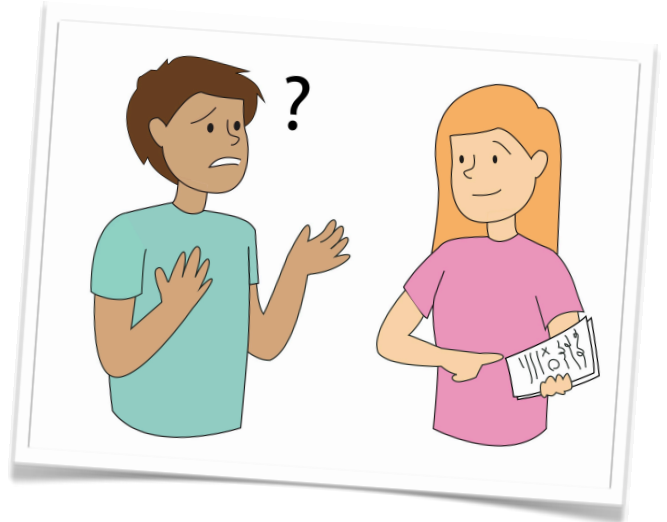
B2: The ticket machine is in the lobby. Level L. Pay there.

A3: *Can I pay at the exit?*

B3: No. Show your receipt from the machine at the exit.

A4: *I apologize. English is not my first language. Could you repeat that slowly?*

B4: Pay at the machine. Level L. Show your receipt at the exit.



## 2. English phrases to use

*Could you repeat that?*

*Could you say that again?*

*I'm sorry. I don't understand.*

*Would you mind repeating that?*

*English is not my first language.*

*I didn't catch that. (I didn't hear what you said.)*

*I don't get it. (I don't understand.)*

*Please excuse my English.*

*Sorry for the confusion.*

*I see. (I understand.)*

## 3. Practice asking for clarification

Complete the exchanges, and practice with a partner.

A: *Can you tell me where to find the spaghetti sauce?*

B: It's three rows down. Head all the way to the end. The sauces are next to the dried pastas.

A: *I'm \_\_\_\_\_. I didn't \_\_\_\_\_ that.*

B: Aisle 3. (points) At the very end of the row. Beside the dried pasta.

A: *Thank you. Aisle 3. Beside the...pesto?*

B: Pasta.

A: *Oh, pasta! Sorry, English is not my \_\_\_\_\_ language.*

B: No problem. That's what I'm here for.

## 4. Sorry for the confusion

Fill in the blanks with words from the list. Practice the new dialogues with a partner.

**explain / confused / John / get**

A: I thought the washrooms were downstairs. I'm \_\_\_\_\_.

B: No, I said upstairs.

A: Nice to meet you, Shaun.

B: It's John, with a *J*.

A: Oh, pardon me. Hi \_\_\_\_\_.

A: Did you sign the form?

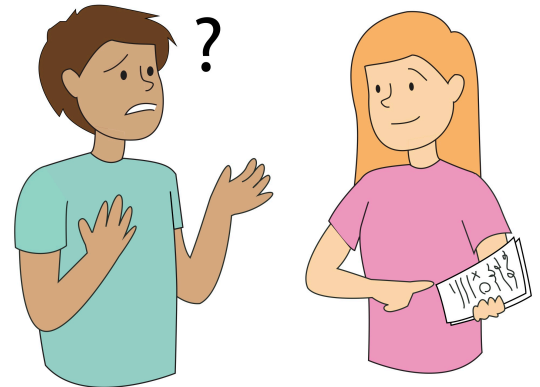
B: No. I don't get it. Can you \_\_\_\_\_ this part to me?

A: Didn't you read the sign?

B: Sorry, I don't \_\_\_\_\_ the sign.

B: You can take pictures before or after the show.

A: Oh, I see. No photography during the show. Sorry for the confusion.



## 5. Think about the situation

When would you hear someone say this? Write down one possible situation or setting.

1. Can you please repeat that? Taking down a telephone number.

2. I'm sorry, I didn't understand you. \_\_\_\_\_

3. I don't get it. \_\_\_\_\_

4. I apologize for the confusion. \_\_\_\_\_

5. I didn't catch what you said. \_\_\_\_\_

## 6. Word Forms

Look at the different sentences. What is the difference? What word forms are used — adjectives, adverbs, nouns, or verbs? Write down the word form of the word in bold.

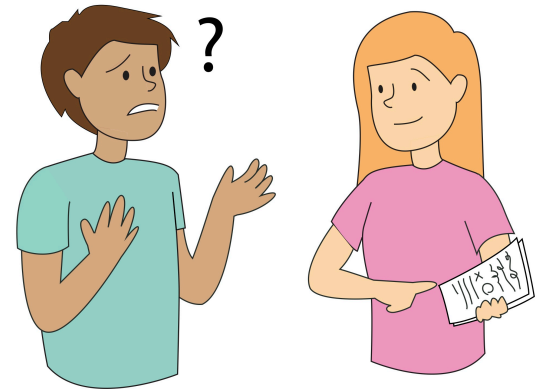
I am **confused**. adjective

She is **confused**. \_\_\_\_\_

You seem **confused**. \_\_\_\_\_

This is **confusing**. \_\_\_\_\_

Sorry for the **confusion**. \_\_\_\_\_



## 7. Matching

Find the matching sentences.

- |                                   |                                    |
|-----------------------------------|------------------------------------|
| ① I get it. _____                 | Ⓐ I apologize for my poor English. |
| ② I'm confused. _____             | Ⓑ I understand.                    |
| ③ Sorry for the mix up. _____     | Ⓒ I did not understand a word.     |
| ④ Sorry about my English. _____   | Ⓓ I apologize for the confusion.   |
| ⑤ I didn't catch any of it. _____ | Ⓔ I don't get it.                  |

## Answer Key

### Description:

Student review language and useful expressions for not understanding. They practice common English phrases to use.

Tags: functional English, useful expressions, low-intermediate, socializing, I don't understand

### Exercise 1. Read out loud or in pairs.

### Exercise 3. Answers may vary.

A: Can you tell me where to find the spaghetti sauce?

B: It's three rows down. Head all the way to the end. The sauces are next to the dried pastas.

A: I'm sorry. I didn't catch that.

B: Aisle 3. (points) At the very end of the row. Beside the dried pasta.

A: Thank you. Aisle 3. Beside the ...pesto?

B: Pasta.

A: Oh, pasta! Sorry, English is not my first language.

B: No problem. That's what I'm here for.

### Exercise 4

A: I thought the washrooms were downstairs. I'm confused.

B: No, I said upstairs.

A: Nice to meet you, Shaun.

B: It's John, with a J.

A: Oh, pardon me. Hi John.

A: Did you sign the form?

B: No. I don't get it. Can you explain this part to me?

A: Didn't you read the sign?

B: Sorry, I don't get the sign.

B: You can take pictures before or after the show.

A: Oh, I see. No photography during the show.

Sorry for the confusion.

### Exercise 5. Answers will vary.

1. Sorry, I can't make it.

2. I'm working.

3. Sorry, I have no money.

4. Sorry, I'm busy tomorrow, too.

5. Sorry, I missed the bus.

6 - 10 Individual responses (Check to make sure your students are forming questions properly.)

### Exercise 6.

I am **confused**. adjective

She is **confused**. adjective

You seem **confused**. adjective

This is **confusing**. adjective

Sorry for the **confusion**. noun

### Exercise 7.

1. b

2. e

3. d

4. a

5. c