

### ***Complaining***

I have a complaint to make about (this product).

I want to complain about (this product).

I have a complaint to make.

I'd like to complain about (this product).

I'm afraid I've got a complaint about (this product).

I'm afraid there is a problem with (this product).

Excuse me but there is a problem with (this product).

I'm annoyed about (this product).

I'm angry about (this product).

### ***Offering help***

#### **Elementary**

Can I help you with (your project)?

Do you want me to (help you with your project)?

Would you like me to (help you with your project)?

Can I offer you (some help with your project)?

I'd like to offer (some help with your project).

I'll (help you with your project) if you like.

If you like, I can (give you some help with your project).

If you have any problems, let me know.

If you need any help, just tell me.

#### **Intermediate**

Do you need any help with (your project)?

Can I give you a hand with (your project)?

Can I help you at all with (your project)?

I'd like to help in any way I can.

If you like, I could (help you with your project).

Is there anything I can do to help?

#### **Advanced**

Do you need a hand with (your project)?

Do you need someone to help you?

Are you having problems with (your project)?

Can I be of any assistance?

Can I get you anything?

I'd be glad to help you (with your project).

I'm sure you don't need my help, but if you do, let me know.

It sounds like you could do with some help for (your project).

I think you might need some help with (your project).

I heard I might be able to help you with (your project).

I'll handle this.
If you need any help, just say the word.
You look like you could do with some help.

## *Apologising*

### **Elementary**

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I'm sorry/ I'm so sorry./ I'm really sorry/
I apologize/ I must apologize/ I'd like to apologize.
I hope you can forgive me.
Please forgive me.

### **Intermediate**

I regret what I did.
I do apologize.
I am terribly sorry.
I don't know what to say.
Please accept my apologies.
Please excuse my behaviour.
I accept responsibility.
I take all the blame.
I take full responsibility.
I accept that I am to blame.
It's my fault.
It was inexcusable.

### **Advanced**

Please accept my sincere apologies.
I apologize wholeheartedly.
I apologize without reserve.
I know I shouldn't have done that.
I feel I have let you down.
I don't know what came over me.
I was in the wrong.
I would like to express my regrets.
Please don't be mad at me.
You must forgive me.
Please don't hold this against me.