

VOCABULARY**delay** atraso*I'm really sorry about the delay.***bad news** má notícia*I'm afraid I have some bad news.***apology** desculpa (formal)*Please accept my apology.***patience** paciência*Thank you for your patience.***solution** solução*I want to find the best solution for you.***tracking number** código de rastreio*The supplier sent the wrong tracking number.***unfortunately** infelizmente*Unfortunately, express shipping is not available.***behind schedule** atrasado (em relação ao prazo)*We are one day behind schedule.***extra charge** cobrança extra*There is no extra charge for the weekend visit.***instead** em vez disso*I can't come on Friday. I can come on Saturday instead.***to apologise** pedir desculpa*I apologise for the delay.***to reschedule** remarcar*Can we reschedule the visit for Saturday?***supplier** fornecedor*The supplier is late this week.***to arrive** chegar*It will arrive on Friday.***PATTERNS · O PADRÃO DA AULA****I'm afraid + frase completa**

✓ I'm afraid the part didn't arrive.

✓ I'm afraid I have some bad news.

X I'm afraid ~~of~~ the part didn't arrive.**sorry about + coisa · sorry that + frase**

✓ I'm sorry about the delay. (+ substantivo)

✓ I'm sorry that the part is late. (+ frase)

X I'm sorry ~~for~~ the delay is late.**Unfortunately + vírgula**

✓ Unfortunately, the supplier is late.

✓ Unfortunately, I can't change the date.

Nunca deixe o "não" sozinho

✓ I can't change the shipping time, but I can visit you first on Saturday.

✓ I can't send it today, but I can confirm the new date.

KEY PHRASES**I'm afraid...** Receio que... / Infelizmente...**Unfortunately, ...** Infelizmente, ...**I'm really sorry about the delay.** Sinto muito pelo atraso.**I can't..., but I can...** Não posso..., mas posso...**I promise I'll call you.** Prometo que te ligo.**Thank you for your patience.** Obrigado pela paciência.**MINHAS FRASES · ESCREVA 3 EXEMPLOS SEUS ANTES DA AULA**

Comece com: I'm afraid the part... · Unfortunately, the supplier is...

NOTAS
