

It's hard to say sorry

LINKS TO:

Stage 3, Module 16

 Learning Object 2: *Going home*

Exercise 1

Sample answers:

1.1 What is the reason for the apology in the first letter?

This letter is an apology to a client who has not received delivery of her goods due to an error on the part of the supplier.

1.2 What conclusion was reached, or consolation offered, in the first letter?

The company has assured the client that her goods will arrive within three days of the date of the apology.

1.3 What is the reason for the apology in the second letter?

The reason for the letter from the student is to apologise to his Indonesian teacher for reading a comic book in class, ignoring the request of the teacher to stop reading and, instead, continuing to read under his desk.

1.4 What conclusion was reached, or consolation offered, in the second letter?

The student promises that he will respect the teacher and her effort in preparing for the class. He will never read comic books in class again and will pay attention to the lessons given.

1.5 Comment on the style of the two letters, with particular reference to their similarities and differences.

Both letters serve the same basic purpose. That is, to apologise to someone for a mistake for which the person who makes the apology accepts full responsibility. However, the first letter is written by a delivery department manager to apologise to a customer for not delivering the goods on time, while the second letter is written by a student to apologise to the teacher for not listening in class and continuing to do what she asked him not to.

While both letters follow the physical generic layout of an apology letter, they diverge in length, language style and the level of formality. The first letter is formal and succinct, and follows all the recognised conventions. It commences with a sincere apology, followed by an acknowledgement of what happened, offers restitution and reinforces the apology at the end.

The second letter is longer and less formal. The student recounts the whole story and includes his thoughts and feelings. This letter still follows the conventions of a letter of apology, but expands on the reason for the apology, to prove that the student has deeply reflected and truly realised why he was wrong.

Exercise 2

Write Peter's apology letter to Bapak Harsono, in Indonesian.

Sample answer:

Hal: Permohonan Maaf

Kepada Yth.
Bapak Harsono
di
Tempat

Dengan hormat,

Sehubungan dengan ketidakhadiran saya di acara perpisahan untuk Bapak yang diadakan di iCafe pada tanggal 18 Januari kemarin, dengan ini saya mohon maaf yang sebesar-besarnya. Ketidakhadiran saya dikarenakan keluarga saya baru saja kembali ke Indonesia beberapa jam sebelum acara di iCafe dimulai setelah kami berlibur di Australia selama sebulan.

Saya menyesal sekali tidak bisa menghadiri acara perpisahan tersebut, karena saya ingin mengucapkan banyak terima kasih kepada Bapak atas usaha dan kesabarannya sebagai pelatih hockey saya. Tanpa usaha dan motivasi yang Bapak berikan, tidak mungkin saya bisa berhasil sebagai pemain dalam tim hockey Sekolah Harapan Bangsa.

Besar harapan saya untuk bisa bertemu dengan Bapak kalau pertandingan hockey antara sekolah baru Bapak dan Sekolah Harapan Bangsa diadakan, supaya saya dapat menyampaikan ucapan terima kasih saya secara langsung kepada Bapak.

Atas perhatian dan bimbingan Bapak, saya ucapkan terima kasih.

Jakarta, 20 Januari 2012

Hormat saya,

Peter Smart

Exercise 3

Compose a letter to Pak Rudi, from Anna, in Indonesian.

Sample answer:

Hal: Permohonan Maaf

Kepada Yth.
Bapak Rudi
di
Tempat

Dengan hormat,

Sehubungan dengan keterlambatan penyerahan tugas Geografi saya tentang dampak meletusnya Gunung Krakatau pada tahun 1883, dengan ini saya mohon maaf yang sebesar-besarnya. Keterlambatan ini dikarenakan saya terkena infeksi viral yang tidak mengizinkan saya mengerjakan apa-apa selama 3 hari. Menurut petunjuk dari dokter saya sebaiknya banyak beristirahat selama masa virus itu berlangsung.

Dengan adanya 2 hari libur akhir minggu ini, saya berpikir bahwa tugas ini dapat saya selesaikan pada akhir minggu dan saya serahkan kepada Bapak paling lambat pada hari Senin mendatang.

Bersama ini saya lampirkan juga Surat Keterangan Dokter.

Atas perhatian dan pengertian Bapak, saya ucapkan terima kasih.

Jakarta, 2 April 2012

Hormat saya,

Anna Smart