

## 28강. 40 위로하기 / 41 사과하기

### 40 문서 업무 기본 표현

#### 위로하기

I'm so sorry to hear that.

We hope you get well soon.

The founder of our company, Michael Benson, has passed away.

We would like to present our deepest condolences on his passing.

I extend my sympathies to your family.

If there is anything we can do to help, please let us know.

I heard you are going through a tough time.

Many thanks for your kind expression of sympathy.

### 41 문서 업무 기본 표현

#### 사과하기

Please accept our apologies for the confusion.

We will do our best not to delay the rest of the work process.

It would be appreciated if you can understand our situation.

We have experienced a minor accident at our local factory.

I have been bogged down with lots of work these days.

• be bogged down ‘~(에 빠져) 꼼짝 못하게 되다’ very very busy라는 표현보다 좀 더 세련된 표현

I have been swamped with the new business plans.

- be swamped with ‘~로 꼼짝달싹 못하다’, ‘일이 너무 바쁘다’

I understand what you're saying, but please speed up the work because we're in a hurry too.

I apologize for the delay.

Sorry about the last-minute change.

- last-minute 최종 순간의, 막바지의

I forwarded the e-mail to the wrong person by mistake.