

Audio 2_Activity 3_Task 3_refusal Text

Home Helper

Excuse me, hello Mrs Ortense, I apologise for my delay, my darling.

Mrs Ortense

Hello, madam, have you seen the time?

Home Helper

I really apologise, darling, but I asked the association to call you to let you know, is there a problem?

Mrs Ortense

Yes, there is, I'm very preoccupied and nervous, and you're arriving at this time of the day? I have a medical appointment at the hospital, I took the trouble to tell the association that today I had to be ready early and you arrive at this time? I'm sorry, but there's nothing you can do, I'm already late and I have to leave right now.

Home Helper

You're absolutely right, darling, and please accept my apologies.

Mrs Ortense

Knowing how to apologise is good, but the best thing is to avoid having to do it.

Home Helper

Again, my apologies, darling, we're going to do some of your grooming so that it can be done as quickly as possible

Mrs Ortense

You'll excuse me, but right now you're wasting your time and you're wasting mine, especially since I'm already late.

Home Helper

Please, darling, please, Madame Ortense

Mrs Ortense

Sorry Miss, I respect your work, but I made it clear that it was urgent and I went ahead and asked for help with the toilet, you didn't arrive on time now I have to leave

Home Helper

Are you really sure you don't want to?

Mrs Ortense

My daughter is waiting for me outside in her car.

Home Helper

I've already talked to her about it.

Mrs Ortense

Please don't waste your time and don't make me waste mine.

Home Helper

Alright, I indicate on my follow-up sheet that the patient didn't want to wash up.

Mrs Ortense

You do what you want.

Home Helper

I forward the information to the coordinator.

Mrs Ortense

And I, as soon as I get back from my appointment, I will formalise a complaint and call the association and they will have to provide me with a valid explanation for the delay.

Home Helper

You are absolutely right. Once again, I apologise.

Mrs Ortense

Don't apologise.