APPENDIX

A STUDY ON APOLOGY STRATEGIES

DISCOURSE COMPLETION TEST

In this study, the writer is conducting a study on apology strategies. Please read the description of each situation carefully and write down your responses according to the situations given. There is no right and wrong answer. Thank you for your participation.

**Part One: Background questions**

Student number: ______________

Gender: ______________

Class of: ______________

When did you start learning English? ______________

Have you ever taken an English course? ______________

**Part Two: Discourse Completion Test**

**S1.** You are the landlady in a boarding house. One of your tenants, who is a college student, complains that the air-conditioner is not working properly. Since he pays a lot for the room, he wants you to fix it as soon as possible. What would you say to him/her?

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S2. You are in the parking lot in the university. While you want to reverse your car, you hit the side mirror of another student’s parked car. The driver of the car sees the incident and approaches you. What would you say to him/her?

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S3. A week ago, you borrowed a hammer from your new neighbor and forgot to return it. This evening your neighbor comes and tells you that he needs the hammer back. It turns out that you lost the hammer a while ago. What would you say to him?

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S4. A week ago, you promised your little brother that you would take them to watch a movie. However, today you need to cancel it because you have a group work for one of your classes. What would you say to him?

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S5. You borrowed a flash disk from your best friend. Yesterday, you lost it. Now, you meet your friend and he/she asks it back. What would you say to him/her?

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S6. Last week, you rode your older brother’s motorcycle without his permission. Unfortunately, you had a small accident in the parking lot and damaged the side mirror. Today your brother finds out about it and gets angry. What would you say to him?

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S7. You are lecturer. You lost a student’s final paper. Since you need to grade, you need to have that assignment. What will you say to your student?
S8. You are running to catch the bus and you accidentally bump into a child who is also waiting for the bus. He gets upset. What would you say to him/her?

S9. Your father asked you to get a book in the bookstore, but you forgot to buy it. What would you say to him?

S10. You are the principal of a school. You have made an appointment with one of the senior teachers. Suddenly, you have something else to do and you need to cancel the appointment with him/her. What would you say to him/her?