



Hi, I'm Phil and I'm going to tell you a little secret about British people. And it's that we're not great at saying **no**.

So if you want to say **no** like a Brit, remember not to be too direct.

We don't actually like saying no, so start by saying how bad it is, or apologise.

**Unfortunately....**

**I'm afraid....**

**Sorry, but....**

Ok, so now they know that you don't want to do it, tell them why you have to do this terrible thing.

**Unfortunately, I'm not able to come tonight.**

**I'm afraid that's not possible.**

**Sorry, but I don't think that's a good idea.**

OK, now the bad stuff is out of the way, suggest an alternative.

**Unfortunately, I'm not able to come tonight. Let's try next week!**

**I'm afraid that's not possible, but I've got another idea.**

So – just remember, not too direct, apologise, say why and suggest an alternative.