



speech act addressed to B's face needs and intends to remedy an offense for which A takes responsibility and thus to restore equilibrium between A and B (where A is the apologizer and B is the person offended) (Holmes, 1990:159).

According to Blum Kulka, House, and Kasper (1989:12) states that an apology is the acknowledgement by the speaker that a violation has been committed and an admission that he or she is at least partially involved in its cause. The speaker has done something that is annoying the hearer. Therefore, the speaker (he or she) regrets for having done the act or utterances and he or she takes the responsibility for the act or utterances by uttering an apology. According to Trosborg (1995:374) apologies are offered to express regret for having offended someone. As such they imply cost to the speaker and support for the hearer.

Apologies count as remedial work and have been traditionally regarded as hearer supportive, as they provide some benefits to the addressee at cost to the speaker (Fraser & Nolan, 1981). Apology is as a remedial work that needs a response from the hearer. The remedial is not success when the hearer does not accept the apology but when an apology is accepted by the hearer, the remedial is success. Owen (1983 cited in Wolfson, 1989) states that positive response occurs when the recipient of an apology responds to the remedial interchanges. On the other hand, negative response occurs when the recipient of an apology ignores the remedial interchanges. When the speaker admits the offense that he or she has done, he or she will apologize to the hearer. When the speaker apologizes to the hearer, it is done in different ways. Each speaker has his or her own ways to











