

CHAPTER FIVE

CONCLUSION AND SUGGESTION

After having the result and discussion of the result in the previous chapter, the present writer draws the conclusion that English encompasses almost all aspects of human life so that it is a requirement for brokers to master the English skills especially reading skill. Reading skill is important to encourage the writing, listening and speaking skills for brokers. According to this tight correlation, brokers can be helped in avoiding misunderstanding, trade cancellation, and even dismissal. The improvement in reading skill can be done by following the techniques stated by Scott Andrews as quoted in the introduction chapter.

As it is proven by the research that the passive English influences the active English skills, the present writer suggests that brokers have to master the passive English skills first and then start practicing the active English skills. By mastering all of the English skills, brokers will be helped in communicating and providing the best information for their clients so they can build customers' trust to their services and achieve their primary values: *Quality, Market Leader, Variety, Credibility, and Security*.