ABSTRACT

Prerequisite Report is one of the procedures required in knowing customer. Prerequisite report mostly is done by marketing staff members, because marketing staff members’ job desk is to acquire new customers. Prerequisite Report contains data which is gathered from the customers by profiling. In writing the Prerequisite Report, it is important to write it well, because this bank is an international bank. The purpose of this research is to find out the English proficiency of the marketing staff members in one of a well know foreign bank in Jakarta in writing prerequisite report. The research was conducted in one of XXX Bank’s branches in Jakarta with 17 marketing staff members as the subject of the research. The result shows that 47% of marketing staff members can write the prerequisite report well. 12% of marketing staff members can write the prerequisite report fairly and 41% of marketing staff members can write the prerequisite report poorly. This shows that they need to improve their English proficiency in order to be able to make a good report business report. Besides that, the management needs to educate them about how the importance of business report in a company.
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