



**Bob Especially  
Impressed Me with  
His Work Ethic and  
Knowledge.**

Susan M. Childress

**MAKING  
BUSINESS  
BETTER.**



## **Susan M. Childress on Making Business Better.**

*Ms. Childress attended a Brockman on the Record Leadership to Leadership meeting hosted by key Reynolds personnel.*

Yesterday, I had lunch with one of the Reynolds and Reynolds Business Consultants, Maureen O'Connell. I told her how much I enjoyed the meeting and sitting beside Bob Brockman. I told her how impressed I was with him and the things he talked about. I actually told her I was glad to see his human side. He especially impressed me with his work ethic and knowledge. He told me how much his grandmother had influenced his life. Being a grandmother myself, it gave me encouragement to be a positive influence on my grandson.

It was nice to meet the others as well. There was a genuine respect among them.

I hope these kinds of meetings will continue in the future. I'm very loyal to Reynolds and look forward to the New Reynolds and its leadership.

Thank you again.

Sincerely,

**Susan M. Childress**  
**Controller**  
**Young Ford, Charlotte, NC**