

**BOB BROWN**  
**CHEVROLET • GEO • ISUZU**

May 17, 1995

Ms. Sandi Jerome  
Consultant  
Jeff Sacks and Associates  
1911 S.W. Campus Dr., #171  
Federal Way, WA 98023

Dear Sandi:

Just wanted to send a quick and hearty *thank you* for your visit and thoughts! It's very obviously that you derive great enjoyment from your work. Your enthusiasm and positive attitude are contagious and make the idea of **CHANGE** more acceptable to those of us who are on the receiving end of your advice.

Your summary analysis was very logical and practical. By demonstrating that you have a thorough knowledge of the car business, you are able to win the respect of your audience. (My guess is that is not always an easy task.) It was also apparent that you can read people well. I particularly enjoyed your explanation of being "underestimated."

From my perspective -- as a woman and a "green pea" -- it was *very refreshing* to meet a female who has survived and thrived in the auto industry. It is possible! There are so many things I need to learn and want to do . . . just cannot seem to do them all RIGHT NOW or as quickly as I would like.

Trust you had an enjoyable time with us. I am looking forward to your next two "stages."

Sincerely,



Jan Henderkott  
H.R. and Adv. Mgr.