

July 28, 2011

Dear Mr. Braverman:

Please accept our sincere gratitude for serving as our opening breakfast keynote speaker and SFO Summit presenter at the 2011 APPA Annual Conference and Exhibition. It was a marvelous blend of content-related entertainment with content-rich information. In particular, we appreciated how your presentations connected so well with our profession and with the program audience.

And what can I say about your keynote entrance as Jack Nicholson, Director of Facilities for Hollywood University?! Very well done. And your personal story near the end of your keynote address was most inspiring.

Thank you again for being part of our program in Atlanta and for making it such a great success.

Sincerely,



Glenn Smith
APPA Vice President for Professional Development