Phodrea's Pace-Setting Angelow Chevy Equinox Unit

May 2010 Newsletter (March 2010 News)

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Customer Website: http://www.marykay.com/andreapace

Welcome New Consultants

Koressa Williams (Tucson, AZ) – sponsored by Kay Childers **Jana Laubscher** (Odessa, TX) – sponsored by Bonnie Montgomery

Welcome Back -- Reinstated Consultants

Taffee Amhder (Colorado Springs, CO) Jody Colwell (Wortham, TX)
Betty Everett (Ellicott City, MD) Kathi Heering (Danbury, CT)
Patricia Hopkins (Rio Rancho, NM) Nelly Kwok (San Francisco, CA)

Hall of Fame for May 2010



Kay Childers \$1,702 whsle production One March Recruit



Andrea Pace \$1,665 whsle production

Sign up for the Preferred Customer Program (PCP) 4/16-5/15, 2010.

March 2010 Scoreboard

Consultants Ordering In March 2010

Christi Akins Patricia Hopkins Michelle Allen Margot Howard Taffee Amhder Ruby Hulett Delma Aranda Phyllis Jones Magdalena Arguello Margie Kitten Donna Canada Nelly Kwok Christine Castioni Martha Lange **Kay Childers** Lynn Leonard Patricia Colbert Judi Liles Jody Colwell Nina Mack

Donna Cox Gloria McCutcheon Carol Estebo Dolores Montoya Betty Everett **Nancy Norris Becky Farris** Andrea Pace Sandy Flores Clola Robinson LaRon Fulbright Vicki Thompson Donna Gray Claudia Tufano Beryl Greenawalt Ellen Wallace Bee Hamlin Joker Ward Eileen Hanson B.J. Watson Kathi Heering Mary Welter Jo Henderson Julie White

Doreta Higginbotham

Year to Date Retail Production

1	Kay Childers	\$15,420.00
2	Phyllis A. Jones	\$13,169.50
3	Judi Liles	\$12,953.00
4	Ruth H. Hise	\$8,522.50
5	Nancy G. Grissom	\$7,744.00
6	Gloria K. McCutcheon	\$6,371.00
7	Dolores M. Montoya	\$5,737.50
8	Eileen Hanson	\$5,450.00
9	Donna Canada	\$5,301.50
10	Christine T Castioni	\$5,030.00
11	Donna G. Cox	\$4,971.50
12	Jackie Hatcher	\$4,254.00
13	Teresa G. Rubio	\$3,472.50
14	Mary L. Welter	\$3,299.00
15	Becky L. Farris	\$2,918.00
16	Patricia R. Colbert	\$2,733.00
17	Susan C. Wesner	\$2,731.50
18	Candace D. Entingh	\$2,650.00
19	LaJoyce M. Cannon	\$2,640.50
20	Joker Ward	\$2,618.00

Andrea Pace \$22,536.00

Queen Kay Childers -- \$1,702



Eileen Hanson -- \$525 Phyllis Jones -- \$600

Andrea Pace -- \$1,665

Court of Sharing (Year to Date)

Eileen Hanson – 1 qualified Consultant

Judi Liles – 3 Donna Canada – 2 Margot Howard – 2

Christine Castioni – 1
Kay Childers -- 1
Sharon Edwards – 1

Beryl Greenawalt - 1 Phyllis Jones -- 1 Lynn Leonard – 1 Bonnie Montgomery -- 1

Qualified = \$600 wholesale order

Consultants with March Recruiter Commissions

13% Recruiter Commission Level Jackie Hatcher Andrea Pace

9% Recruiter Commission Level Christine T Castioni Beryl A. Greenawalt Jackie Hatcher Donna Canada

4% Recruiter Commission Level Ruby F. Hulett Phyllis A. Jones

Mary L. Welter Sharon A. Edwards

Candace D. Entingh

Total Unit Retail Production March 2010 -- \$30,421 Seminar Year to Date -- \$233,395

Recruiters and their Teams (as of March 31, 2010)

Team Leaders



Recruiter: Judi Liles

Helen Bearden LaJoyce M. Cannon Jody O. Colwell Jo L. Henderson Martha J. Lange Robbie F. Litzman B.J. Watson

- * Cheri Akers
- * Carol F. Sanders
- * Carla A. Villyard



Recruiter: Christine T. Castion

Carol A. Estebo Sandy Flores Eileen Hanson Dolores M. Montoya Cruz P. Torres



Recruiter: Beryl A. Greenawalt

Sharon L. Dixon Betty M. Everett Bee A. Hamlin Nancy L. Norris Clola M. Robinson Angela M. Sabourin

- * Sandra Gutierrez
- * Crystal D. Watson

Team Leaders



Recruiter: Jackie Hatcher

Donna G. Cox Joyce Johnson Sandra L. Schillizzi Sharon L. Slaughter Susan C. Wesner * Yvette A. Birch



Recruiter: Donna Canada

C R. Akins Sherri L. Allen Donna K. Gray Cody Hanagan Teresa G. Rubio * Linda S. Richardson

•= inactive Consultant

A Cardinal Rule of Selling:

Don't wear colors of lipstick or fragrances of perfume that you do not have on your shelf to sell.

Senior Consultants

Recruiter: Bonnie Montgomery

Doreta Higginbotham

- * Nancy G. Grissom
- * Debra D. Southerland

Recruiter: Candace D. Entingh

Tena K. McElvain Mary L. Welter

Recruiter: Cheri Akers

Karen R. Meno

* Pamela White

Recruiter: Delma C. Aranda

Pat Carrasco

Recruiter: Eileen Hanson

Geneva D. Trujillo

Recruiter: Helen Bearden

Ruth H. Hise Kaye Richardson

Recruiter: Kay Childers

Linda King

* Koreasa M. Williams

Recruiter: Mary L. Welter

Taffee Anhder Magdalena T Arguello

* Gabriele I. Trujillo

Recruiter: Phyllis A. Jones

Margie J. Kitten Ellen H. Wallace

* Christy Fagan

Recruiter: Ruby F. Hulett

Phyllis A. Jones

Recruiter: Sharon A. Edwards

Bonnie L. Hobson Julie K. White

Star Consultant

Status for contest started 3/16/2010 and ends 6/15/2010

*******	Needed	for Star	******

Consultant	For Star	Sapphire	Ruby	Diamond	Emerald	Pearl
Andrea Pace	\$1,207.75	\$592.25	\$1,192.25	\$1,792.25	\$2,392.25	\$3,592.25
Phyllis Jones	\$868.25	\$931.75	\$1,531.75	\$2,131.75	\$2,731.75	\$3,931.75
Jackie Hatcher	\$729.00	\$1,071.00	\$1,671.00	\$2,271.00	\$2,871.00	\$4,071.00
Joker Ward	\$661.50	\$1,138.50	\$1,738.50	\$2,338.50	\$2,938.50	\$4,138.50
Patricia Colbert	\$622.25	\$1,177.75	\$1,777.75	\$2,377.75	\$2,977.75	\$4,177.75
Doreta Higginbotham	\$523.50	\$1,276.50	\$1,876.50	\$2,476.50	\$3,076.50	\$4,276.50
Mary Welter	\$486.50	\$1,313.50	\$1,913.50	\$2,513.50	\$3,113.50	\$4,313.50
Michelle Allen	\$455.25	\$1,344.75	\$1,944.75	\$2,544.75	\$3,144.75	\$4,344.75
Jana Morgan	\$454.25	\$1,345.75	\$1,945.75	\$2,545.75	\$3,145.75	\$4,345.75
Beverly Guthrie	\$436.00	\$1,364.00	\$1,964.00	\$2,564.00	\$3,164.00	\$4,364.00
Susan Wesner	\$435.50	\$1,364.50	\$1,964.50	\$2,564.50	\$3,164.50	\$4,364.50
Donna Cox	\$422.00	\$1,378.00	\$1,978.00	\$2,578.00	\$3,178.00	\$4,378.00
Carol Estebo	\$408.25	\$1,391.75	\$1,991.75	\$2,591.75	\$3,191.75	\$4,391.75

<u>Sampler Friday could make you a Star Consultant EVERY Quarter!</u> This is NOT a one time thing. It is to be worked EVERY week. It is your commitment to building your customer base. Use simple products that need no props and are quick. Example: Hand Cream, TimeWise Hand & Decollete Cream, Eye Firming Cream, Indulge Soothing Eye Gel – sample just on the hand.

Dear Angels,

You are doing a wonderful job with your business. We are on target for a Unit Circle of Achievement Award for this year. Thank you, Thank you, Thank you! I have given you page 1 again of the Product Knowledge so you could have it all together. We have lots of important information in the "up and coming" months.

<u>If you have not taken advantage of a web page</u>, please do so. It is only \$50 for the year and it is so worth it. People love this product and don't know where to get it when they lose their consultant, so they go to the web and THERE YOU ARE. This is such a reasonable way to advertise.

Also, now is the time to sign up for the PCP Program (Preferred Customer Program) to let your customers know about the new things coming up, new ideas or to remind them about the things they have always liked and maybe had forgotten about YOU!!! Keep this list currant and work from it so you can make your customers happy that you are keeping up with them and it will make your bank account happy too! Last day to sign up is 5/16.

Be sure and register for the Diamond Seminar (check in on July 31st and check out on August 4th). The fee is \$175. This covers all classes and breakfast on Monday, Tuesday and Wednesday. Also lunch on Monday and Tuesday. All Star Consultants last quarter have Priority Registration in the month of April. Beginning May 1 everybody else can register. There will be no Hall A this year. We will all get to be in the Arena. Yea Rah! First registered, first get in. It could all fill up, so do this the first day. We will be staying at the Sheraton Suites again this year. The cost of the room of 2 double beds is \$109 for 1, \$119 for 2, \$124 for 3, and \$139 for 4 plus 15% tax. The Breakfast workshop On Sunday Morning 8/1/10 starting at 9:30 is \$20, which includes tax and gratuity. The Awards Banquet which is Monday evening 8/2/04 is \$30, which includes tax and gratuity. Angels and Directors, be sure and let me know if you are coming and Directors how many rooms you need.

Andrea

2010 Product Knowledge

Content from Dr. Beth Lange, Dr. Michelle Hines & Yvette Franco, Vice President of U.S. Marketing; shared by Ex. Senior Sales Director Natalie Reed.

Q: Why is it so important to protect your skin from aging?

A: Your skin tells so much about you! You may think that when you first meet people they pay attention to your warm personality, but they are really checking out your skin. Everyone Unconsciously does this. Why? From your skin they can tell your age, your health and whether you are stressed or friendly. Your skin gives off clues that you don't even realize. You don't want people to think that you are older than you really are based on your looks. You can prevent this by preventing some of the signs of aging. Here are the primary signs of aging:

- Fine lines and wrinkles
- Uneven skin tone (age or sun spots)
- Rough texture
- Sagging skin

Q: What is another way to tell someone's age?

A: Look at the hands. Women often forget to protect their hands and décolleté from sun damage, and this area cannot be hidden easily behind makeup.

Q: Why do we consider the TimeWise Miracle Set to be so essential?

A: The Miracle Set is the only set of products that is tested and sold as a set to deliver 11 age-fighting benefits. This makes it unique in the marketplace. From a competitive standpoint, consumers will be hard pressed to match these 11 age-fighting benefits in four products for the suggested retail price (\$90 plus the cost of foundation starting at \$14).

Q: Scientifically, why does the TimeWise Miracle Set work?

A: It is truly a one-of-a-kind skin regimen! The cleansing beads help to gently exfoliate and freshen the skin and work perfectly along with our TimeWise Age-Fighting Moisturizer to hydrate and soften the skin. The sun protection and nourishing extracts in TimeWise Day Solution SPF 25* help to energize your skin and they work in perfect tandem with TimeWise Night Solution which contains age-fighting peptides to help rebuild and reduce fine lines and wrinkles. When we talk about the TimeWise Night Solution, we also talk about the "Pronewal System" which combines the "protection" and "renewal" benefits which this fantastic regimen provides to your skin. The Miracle Set is the foundation for all skin care for every woman at every stage in her life.

Q: When should a woman begin to use the Miracle Set?

A: The Miracle Set is for all women starting as early as the age of 20. Twenty is not too early to start using an age-fighting regimen.

Q: What is the primary benefit of the TimeWise Miracle Set for someone in her 20's, especially when it's possible for her skin to look so good at that age?

A: Of the 11 age fighting benefits in the Miracle Set, the number one benefit is the sun protection we get from TimeWise Day Solution SPF25*. In our mind 20's, although skin degradation is not clearly visible, we are already on the decline. This natural aging is then combined with a period in our lives where many of us engage in the risky behavior of tanning. To protect our skin, it is important to start using a daily sunscreen protection as well as a skin health regimen, such as the Miracle Set, to keep skin looking young for the long term. In our 20's and throughout our lives, sun protection is the key to healthy, youthfullooking skin.

2010 Product Knowledge - continued

Q: What is the primary benefit of the Miracle Set for someone in her 30's?

A: In our 30's, we begin to outwardly notice the signs of aging. Skin may require more hydration and may have reduced collagen (which can make the skin seem less firm and less elastic). The antioxidant-enriched formula in TimeWise Age Fighting Moisturizer provides essential hydration that skin needs and the TimeWise Night Solution contains two peptides which act together to restore and renew the appearance of skin by helping stimulate collagen. The Miracle Set is perfect for women in their 30's.

Q: What is the primary benefit of the Miracle Set for someone in her 40's?

A: In our 40's, the signs of aging continue with more noticeable wrinkles, sagging, dark spots and discoloration. The Miracle Set can help with hydration and enhance collagen. For dark spots and skin discoloration, you may want to consider adding supplements like TimeWise Even Complexion Essence and TimeWise Even Complexion Mask. TimeWise Even Complexion Essence is clinically shown to restore skin's natural, even tone in as little as four weeks. And of course the TimeWise Even Complexion Mask provides immediate brightening benefits. Together, the two products make the Even Complexion "Power Pair!"

Q: What is the secret to beautiful skin in our 50's?

A: In our 50's, our skin's support structure decreases causing an increased rate of sagging. We need to use products with ingredients that stimulate collagen, combat free radicals, and boost hydration. The Miracle Set offers these solutions but you may also want to consider adding supplements such as TimeWise Replenishing Serum + C to get extra lifting and firming from collagen-enhancing ingredients.

Q: What is the secreet to beautiful skin in our 60's and older?

A: The secret to better skin at this age is moisturization. Cell turnover continues to slow down as we age, so exfoliation also continues to be important. Continued use of the Miracle Set will address these needs but supplements like the TimeWise Microdermabrasion Set and extra hydration products will provide additional benefits.

Q: Is age always an indicator for when to recommend supplements?

A: While age can be an indicator, in the end, it is about your customers' needs and these may not fit any timetable. You should listen to your customer's concerns and find solution based on their problems, which may or may not fit into the proper age range.

Q: Do I really need TimeWise Day Solution Sunscreen SPF 25* and TimeWise Night Solution? Can they be substituted for other supplements?

A: The TimeWise Miracle Set is designed as a set and the products need to be used together to gain the maximum benefit for your skin. The set is really the foundation of our brand. TimeWise Day Solution Sunscreen SPF 25* is critical for sun protection, the TimeWise Night Solution for repair. It's fine for your customers to add supplements on top of that, but we don't recommend leaving the house without using the complete TimeWise Miracle Set. As an example, the TimeWise 3-in-1 Cleanser offers exfoliating and toning every day. This isn't the same as the exfoliating you can get from the TimeWise Microdermabrasion Set. Different levels of exfoliation may be needed depending on your skin's needs.

The supplements are exactly what we call them - supplements. Not everyone is the same age and has the exact same needs. The Miracle Set provides the foundation for healthy skin; the supplements provide the customization for your customers' specific needs.

2010 Product Knowledge - continued

Q: How do I know whether to sell TimeWise Night Solution, TimeWise Replenishing Serum + C, or the TimeWise Microdermabrasion Set to my customers?

A: While it's possible that the current economy is one reason this question is asked so ffrequently, here are a few important distinctions to know about these products:

- TimeWise Day Solution Sunscreen SPF 25* and Night Solutin are not supplements they are part of the Miracle Set. If a customer can only afford one product, we recommend the Nightg Solution. Customers will likely experience the results and then, depending on their hneeds, may try the other products in the Miracle Set.
- The next product we would recommend is the TimeWise Microdermabrasion Set. The higher level of exfoliation it provides is critical in keeping skin from looking dull.
- Next, we suggest Replenishing Serum + C. This fantastic supplement is truly focused on firming the skin.

Q: Should I sell my customers the TimeWise Microdermabrasion Set or the TimeWise Even Complexion Mask?

A: You can't really compare the TimeWise Microdermabrasion Set and the TimeWise Even Complexion Mask because they are completely different in the benefits they provide and the concerns they address. The Microdermabrasion Set provides exfoliation, whereas the Even Complexion Mask delivers instant brightening benefits. The mask is a gentle formula that leaves skin feeling soft and moisturized, while delivering instant brightening benefits so that skin immediately looks more radiant. Also, the Microdermabrasion Set should not be used on those with skin conditions, like acne or sensitive skin, but the mask can be.

Q: Can you tell us more about the new TimeWise Even Complexion Mask?

A: The TimeWise Even Complexion Mask is a great addition to the TimeWise family of products because it delivers instant brightening benefits so that skin immediately looks more radiant. The mask is infused with botanical extracts to help deliver visible brightening. This product is great for everyone but is a perfect complement for those who are already using TimeWise Even Complexion Essence, which is formulated to improve skin clarity and minimizes the appearance of skin's imperfections, like age spots. This mask is the perfect product to help prepare your skin for applying the Even Complexion Essence serum. When you use the mask together with TimeWise Even Complexion Essence, you're truly getting the Even Complexion "Power Pair." Using both products as part of a skin care regimen will leave your skin looking more radiant and even toned.

Q: In addition to the TimeWise Miracle Set, what is one product a woman shouldn't be without?

A: Eye Cream!

Q: Is this because the eye area tends to be one of the first to show signs of aging?

A: The skin around the eye is thinner and can be more delicate and we often notice the signs of aging there first. As we age, there is a need to add moisture to the skin in that area as well as help reduce the appearance of fine lines and wrinkles. So, in addition to the TimeWise Miracle Set you will want to add an eye cream to your regimen. We offer the TimeWise Age-Fighting Eye Cream and the TimeWise Firming Eye Cream formulate specifically for use around the eyes.

Q: How do I know which eye cream to use?

A: Both Mary Kay eye creams provide great moisture and are formulated with age-fighting peptides to help reduce the appearance of fine lines around the eyes. The more light weight Age-Fighting Eye Cream is a great basic product for all ages. However, if you want a heavy-hitting product to help moisturize, firm, and brighten the skin around the eye, you should be using TimeWise Firming Eye Cream.

2010 Product Knowledge - continued

Q: How important is the order of application?

A: There really is a reason behind the order of application. The order we recommend applying products to the skin helps you to attain all of the skin benefits from each product. After you cleanse your face with TimeWise 3 - and 1 Cleanser, you can use an exfoliation product, such as the TimeWise Microdermabrasion Set. Afterwards, we recommend applying supplement products such as the TimeWise Even Complexion Essence or TimeWise Replenishing Serum + C to maximize the benefits to your skin. Those products can be followed up during the day with the TimeWise Day Solution SPF 25* to provide protection from the sun or TimeWise Night Solution at night to help reduce daily environmental damage. Finally, we suggest applying a moisturizer, like the TimeWise Age-Fighting Moisturizer, to help lock in hydration for your skin.

Q: What is the best resource to learn about Mary Kay products?

A: The Product Central site on Mary Kay InTouch is the best one-stop resource for everything you want to know about our products and how to sell them. Everything that we as a Company are going to legally say about a product can be found on the Product Fact Sheets. If you think that there is more information out there that you are missing, there isn't. The Product Fat Sheets are made to help you sell products and deliver knowledgeable, correct information and claims to your customers.

*Over-the-counter drug product

+Based on in-vitro testing

(I wanted to share this info with you because I thought it was so good. These are questions we get all the time and we need to know the answers. You can see that the Miracle set is the way to start. If there is ever doubt about what to recommend to your new customers, start with the Miracle Set. You also have learned what is next and what is most important. Since we also work with different age groups now you also know what each group needs. Use this info to educate yourself not only on our products but great skin care as well. Be the "know it all" by being the professional well trained Mary Kay Consultant.)

Sampler Friday – by NSD Deborah Dudas (Shared by Sr. Director Arlene Dennis)

What is Sampler Friday? When I started my MK business, I worked 70 hours a week at my JOB! EVERY Friday I disciplined myself to spend 4 hours, after I finished at work, to build MY business! EVERY week I chose a product. I put a sheet on a clip board & numbered it 1-30. I asked 30 people that day to try a new Mary Kay Product. I had my makeup on & I was dressed sharp! I always had a few brochures & business cards with me too. It's soooo simple! This is NOT a desk job. You have to get out & meet people! You walk up & say "today is sampler Friday and I am sampling a new Mary Kay product to 30 sharp women this week. Today it's TimeWise Visibly Fit Body Lotion. May I have your hand? (Squirt) doesn't it feel great? You won't believe the difference it can make in your skin. It normally sells for \$22 but today it's just 20. (Smile) Would you please sign my sheet as one of the 30 women to try my product? Have fun with it, and see what doors it opens for you. Everybody LOVES something FREE!

<u>Hint:</u> Use full size product. It's section #1. You get credit for it from the company and it eliminates the question "How does it come or what size is it?" It's also an inexpensive way to sample 30 people & you can write it off as a demonstrator on your taxes.

May 2010 Prize Promotion



\$250 Wholesale \$450 Wholesale Door Knocker Earrings



Black Yurmanesque Crystal Earrings



\$600 Wholesale Bee Earrings and Necklace



Topaz Crystal Heart Necklace



\$800 Wholesale \$1,000 Wholesale Black Moreno Heart Set

010 Prize Winners

\$1000+ Wholesale - Angel Purse Holder

Kay Childers

\$600 Wholesale - Silver Yurmanesque Magnetic Bracelet

Eileen Hanson and Phyllis Jones

\$450 Wholesale - Believer Car Antenna Ball

Judi Liles, Doreta Higginbotham, and Laron Fulbright

\$250 Wholesale - Murano Glass Heart Necklace

Michelle Allen, Delma Aranda, Donna Canada, Christine Castioni, Donna Cos, Carol Estebo, Becky Farris, Sandy Flores, Beryl Greenawalt, Nelly Kwok, Lynn Leonard, Dolores Montoya, Gloria McCutcheon, Ellen Wallace

and Joker Ward

Star Consultant Surprize Gift for Last Quarter

The last quarter started March 16 and ends June 15th. Be sure and complete Your Star Consultant qualifications - \$1800 Whls. for Sapphire, \$2400 Whls. For Ruby, \$3,000 Whis. for Diamond, \$3600 Whis. for Emerald and \$\$4,800 Whis for Pearl Star Consultant.

Happy Birthday		Mary Kay Anniversa	ıry	Your Guide to What's Inside
May	Day	<u>May</u>	Years	May Hall of Fame (page1)
Nancy G. Grissom	4	Sandra S. Hauer	28	March Scoreboard (page 2)
Anita L. Lucero	11	Billie J. Beckham	27	Recruiter & their Teams (page 3)
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Clara M. Johnson	17	Helen Bearden	25	2010 Product Knowledge (pp 5-8)
Helen Bearden	18	LaRon Fulbright	20	May Promo/Prizes Won (page 9)
Margot Howard	23	Gabriele I. Trujillo	14	Birthdays/Anniversaries (page 10)
		Pat Carrasco	8	
		Norma Winchester	8	
		Marilyn Nguty-Nkeng	7	
		Lisa Heenan	4	
		Taffee Anhder	1	

What can "Sampler Friday" do for you? It will build your local business wherever you go. This will make YOU known as "The Mary Kay Lady" whether they buy or not, it makes no difference. What we're looking for is the recognition that YOU SELL MARY KAY! This makes you feel good to offer something to someone FREE! This builds incredible warm chatter skills and self confidence. Have fun with it. Share your smile with everyone. After all – 30 more people will know YOU have a Mary Kay Business that day! I will tell you, I had a burning desire to change my life! I was willing to do whatever it took to build my customer base. Was I tired? YES. Did it matter? NO. Do I regret it? NO. Ever time I get tired I would remind myself what this company could do for me and for my family, and I would go again! The time you invest today will pay you over and over again – for the rest of your life! Do it – you can!

Andrea Pace, Future Executive Senior Sales Director 4206 Southfield Road Ellicott City, Maryland 21042-5906 (410) 465-4442 or 1-800-863-2463 Fax No. (410) 313-9294; Cell Phone: (443) 980-7353 E-Mail Address – andrea@andreapace.com Web Site for Andrea's Consultants:

http://www.andreapace.com

Customer Website:

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Proverbs 18:22

"When a man find a wife, he finds something good. It shows that the Lord is pleased with him."