

April 22nd 2013

To Whom It May Concern,

During my first three years at the Luis Palau Association, I worked in the call team. We had a supervisor in the call team, but Jacob Bailey was in charge of all of us.

We had regular meetings; Jacob had many great ideas for improvement. He also wanted our input as to how our scripts were working, how people responded and if donor's hearts were receptive to giving and praying for The Luis Palau Association. Even though he wore many "hats", when he came in for our meetings, we became the most important people in his day; or so that's how he made us feel. He never left us without asking how we all were, what each one of us needed prayer for and then he'd follow up with prayer!

We would offer prayer when we called our donors after taking a pledge or gift. Jacob has such a heart for people and if they were unable to give but we felt someone **really** needed prayer, he told us to offer prayer as the Lord led. I remember him saying, "We don't ever want our donors to think it's **only** about the money when we call." Donors would comment that they were so blessed by The Luis Palau Association, as they had many ministries calling them asking for money but we were the only ones who offered prayer!

For the last two years I worked in fundraising but at a higher level. Jacob was my direct supervisor. He spent individual time with me, teaching me how to approach people at a deeper level. He saw a God given ability in me to engage people over the phone, so he would finish up by telling me, "Here are some thoughts on this but you just do what you do best!"

I'm fifty-eight years old and while working for Jacob, I went through the worst year of my life. Jacob was the most supportive boss I've ever had! He prayed for me, texted scriptures to me, told me the Lord would not fail me and believed in me to do a great job! The absolute "Do unto others" attitude that Jacob portrays motivates me and others to do their job above and beyond whenever possible; never wanting to disappoint at any time!

Eight months ago a position came up at Luis Palau which would mean quite an increase in pay for me, (which I desperately needed!) I was **very hesitant** to have anyone else as my supervisor, as I've had a couple of difficult ones over the years. I discussed this with Jacob and knowing my financial situation, he encouraged me to prayerfully consider it.

I witnessed Jacob working many, many long hours and juggling more that I could possibly imagine, yet he was absolutely the best boss I've ever had and I believe it's because he truly has the heart of Christ!

Sincerely,



Carol L. Lee