

December 1, 2020

To be read at Public hearing:

Good afternoon: My name is John Otoshi and my family and I have been regular customers of the Chick-Fil-A establishment in Pasadena for many years ever since it first opened on Colorado Boulevard. I give my whole-hearted support for opening the North Lake Avenue location because I believe it will be a win for the City of Pasadena, a win for the residents of Pasadena, and a win for Chick-Fil-A

This is based on their proven track record of Safety, Service, and Quality that I have seen evidenced in their first location. It will be beneficial for the City of Pasadena because Chick-Fil-A would provide a healthy choice for the community and provide employment for full and part time workers which is especially needed during this time of difficulty. It will be a win for the community residents of Pasadena who will be regular customers of delicious food as well as find potential employment. Finally, it will be good for Chick-Fil-A because it will be able to offer their high quality food in a second location.

I have seen first-hand pre-pandemic the level of care and service that their staff provides to their customers when ordering and dining in. I have witnessed and experienced the care and obvious training they give to their staff. Finally, I have seen since March of this year when the pandemic hit and many restrictions were put in place how this particular establishment rose to the occasion to follow all safety protocols – from the drive-through, to bringing food out curbside, and when I would walk up to order and pick up my order from the side door entrance.

Their staff has always been patient, courteous, and helpful. And the food is great if you have never tried it! In fact, I am getting hungry thinking about my regular order of an original chicken sandwich, waffle fries, and diet lemonade!

In summary, I believe that allowing this location to open will provide a shining star in Pasadena which is absolutely necessary during this unprecedented time of global pandemic and citizens need positive examples to look to for hope. I feel Chick-Fil-A has provided this example in the past based on my experience and will do so in the future at this new North Lake location should plans be allowed to move forward. I am hoping you will see the benefits of supporting this new store to open and that my letter will help in this endeavor.

If you have any questions about what I have written, or need an oral statement—you may contact me at (626) 340-1472 or djotoshi@gmail.com.

Thank you for your time and consideration,

Sincerely,

John T. Otoshi

Proud Pasadena resident