

Recommendation Letter for James Roussos

It is my pleasure to recommend James Roussos, who served as my Franchise Business Consultant for Chicken Salad Chick. I am a current franchisee and have worked closely with James over the past 3 years. Throughout our time working together, James demonstrated exceptional business knowledge and an eagerness to share that expertise to help my business and myself succeed and grow.

James often went above and beyond, making visits to train and guide us on best practices. He was consistently responsive, professional, and approachable, treating every interaction with respect and genuine interest. One thing that stood out was his ability to see the bigger picture—James had a clear vision for the brand's growth and a keen sense of how to position individual locations for future success.

As someone who also operated a restaurant himself, James understood our day-to-day challenges firsthand, which I appreciated. That practical experience made his advice both practical and effective. He remained well-informed about developments within our brand and the broader restaurant industry, consistently bringing valuable insights to the table.

I especially appreciated that James treated my business as if it were his own \$2 million investment. His commitment, responsiveness, and thoughtful perspective were instrumental in helping me grow as an owner and a part of the Chicken Salad Chick family. I highly recommend him for any role requiring strategic business insight, leadership, and genuine care for others' success.