Denver Report Card

Aurora / Hampden Ave (Store #: 6216)
18431 E Hampden Ave Aurora, CO 80013
Created: 3/11/2026

Personnel	
First Impression	A
Customers are VIPd at their vehicles	F
Employees are dressed in approved Big O uniforms	A
Uniforms are clean and maintained	A
Employees are well-groomed	A
Employees are courteous and polite	A
Comments:	

Exterior	
First Impression	A
Parking lot is clean and free of garbage, cigarette butts, debris	B
Exterior signage is appropriate, in good condition, and visible	A
Exterior landscaping is well maintained and appealing	A
Exterior lights are fully functional (both building and signage)	A
Roadside attention getters	A
Tires displayed	A
Old tires are organized in bin	A
Exterior windows are clean	B
Window clings are placed appropriately for entrance traffic	A
Comments:	

Marketing/Advertising

Monthly POPs are current and displayed in appropriate locations	**B**	One expired poster still up
Staff is aware of monthly promotions	**A**	

Comments:

Interior

First Impressions	**A**	
Interior is bright, inviting and comfortable	**A**	
Sales counter is clean and free from clutter	**C**	
Interior paint is not faded, chipped, or dirty	**B**	
Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.)	**A**	
Tire stands and tire inserts are displayed and in good condition	**A**	
Floor is free from water, mud, dirt, and grease	**B**	
Lights are functioning, not burnt out or flickering	**A**	
Midgrade & entry-level tires displayed	**A**	
Big O brand tires on display	**A**	
Major brand tires on display	**A**	
Wheels clean, displayed, and free of dust	**B**	
Balloons in use	**-**	

Comments:

Restrooms

Restrooms are clean and in good working order	**C**	Toilet, floor, and mirror need cleaned

Comments:

Shop

First Impression	**A**
Shop is neat, clean, and organized	**B**
Customer would feel comfortable being brought back in the shop	**A**
Appropriate music played	**A**
Speed lane in use	**-**
Employees in uniform and wearing safety glasses	**B**
Covers and floor mats are used	**-**
Comments:	

Shop

First Impression	**A**
Shop is neat, clean, and organized	**B**