

Denver Report Card

Aurora / Hampden Ave (Store #: 6216)
18431 E Hampden Ave Aurora, CO 80013
Created: 9/15/2025

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: