

## Denver Report Card

**Aurora / Havana St** (Store #: 6296)  
1770 S Havana St Aurora, CO 80012  
Created: 12/15/2025

### 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 | A |
| 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 |
| 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  | A |  |
| Interior paint is not faded, chipped, or dirty  | A |  |
| 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   | - |  |
| Balloons in use   | - |  |
| Comments:   |   |  |

| Restrooms                                     |   |                              |
|---|---|------------------------------|
| Restrooms are clean and in good working order | C | Toilet and mirror were dirty |
| Comments:                                     |   |                              |

Shop

**First Impression** **A**

**Shop is neat, clean, and organized** **A**

**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** **F** I didn't see any glasses

**Covers and floor mats are used** **-**

**Comments:**