

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
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Staff is aware of monthly promotions	A
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Comments:

Interior

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

Restrooms

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