Denver Report Card

Aurora / Havana St (Store #: 6296)
1770 S Havana St Aurora, CO 80012
Created: 10/14/2026

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	**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:		

Photos