

## Denver Report Card

**Littleton / Bowles** (Store #: 6249)  
9973 W Bowles Ave Littleton, CO 80123  
Created: 12/15/2025

### Personnel

#### First Impression

Customers are VIPd at their vehicles

Employees are dressed in approved Big O uniforms

Uniforms are clean and maintained

Employees are well-groomed

Employees are courteous and polite

Comments:

### Exterior

#### First Impression

Parking lot is clean and free of garbage, cigarette butts, debris

Exterior signage is appropriate, in good condition, and visible

Exterior landscaping is well maintained and appealing

Exterior lights are fully functional (both building and signage)

Roadside attention getters

Tires displayed

Old tires are organized in bin

Exterior windows are clean

Window clings are placed appropriately for entrance traffic

Comments:

## Marketing/Advertising

**Monthly POPs are current and displayed in appropriate locations**

**Staff is aware of monthly promotions**

**Comments:**

## Interior

**First Impressions**

**Interior is bright, inviting and comfortable**

**Sales counter is clean and free from clutter**

**Interior paint is not faded, chipped, or dirty**

**Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.)**

**Tire stands and tire inserts are displayed and in good condition**

**Floor is free from water, mud, dirt, and grease**

**Lights are functioning, not burnt out or flickering**

**Midgrade & entry-level tires displayed**

**Big O brand tires on display**

**Major brand tires on display**

**Wheels clean, displayed, and free of dust**

**Balloons in use**

**Comments:**

## Restrooms

**Restrooms are clean and in good working order**

**Comments:**

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