

Denver Report Card

Littleton / Bowles (Store #: 6249)
9973 W Bowles Ave Littleton, CO 80123
Created: 9/15/2025

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: