Denver Report Card

Littleton / Highlands Ranch (Store #: 6266)
3510 Town Center Dr Highlands Ranch, CO 80129
Created: 10/14/2026

Personnel		
First Impression	**A**	
Customers are VIPd at their vehicles	**F**	I didn't see any VIPs
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	**-**	I don’t see any sale POP
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	**B**	
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	**A**	
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 sink needed cleaned
Comments:		

Shop

First Impression	**A**	
Shop is neat, clean, and organized	**B**	
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	**C**	Yes on uniforms. No on glasses.
Covers and floor mats are used	**A**	

Comments:

Photos