

Denver Report Card

Centennial / University Blvd (Store #: 6294)

8110 S University Blvd Centennial, CO 80122

Created: 4/28/2025

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 A

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 B

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 C

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 B

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 **F** No safety glasses

Covers and floor mats are used **A** I saw floor mats

Comments: