

Denver Report Card

Centennial / University Blvd (Store #: 6294)

8110 S University Blvd Centennial, CO 80122

Created: 9/15/2025

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: