

Denver Report Card

Greenwood Village (Store #: 6240)

8151 E Arapahoe Rd Greenwood Village, CO 80112

Created: 9/15/2025

Personnel

| | | |
|---|----------|--|
| First Impression | A | |
| Customers are VIPd at their vehicles | A | I wasn't but I saw Joey VIP a customer while I was here. |
| 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 | B | Some cig butts and little bits of trash |
| 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 | A | |
| Window clings are placed appropriately for entrance traffic | A | |

Comments:

| Marketing/Advertising | | |
|---|---|---|
| Monthly POPs are current and displayed in appropriate locations | C | All inserts and signage looked great but the current sale POP was not up. |
| 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 | A | |
| 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 | A | |
| Comments: | | |

Shop

First Impression

A

Shop is neat, clean, and organized

A

**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**

N/A

No employees in the shop at the time.

Covers and floor mats are used

F

None on the cars in the shop

Comments: