

Denver Report Card

Greenwood Village (Store #: 6240)

8151 E Arapahoe Rd Greenwood Village, CO 80112

Created: 3/11/2026

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's 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: