

Denver Report Card

Greenwood Village (Store #: 6240)

8151 E Arapahoe Rd Greenwood Village, CO 80112

Created: 7/15/2025

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'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: