

Denver Report Card

Aurora / Smoky Hill Rd (Store #: 6293)
22994 E Smoky Hill Rd Aurora, CO 80016
Created: 7/15/2025

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 F

Tires displayed F

Old tires are organized in bin A

Exterior windows are clean C

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	-	
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**

F

I didn't see safety glasses

Covers and floor mats are used

F

I didn't see covers and floor mats

Comments: