

## Denver Report Card

Castle Rock / Castle Pines (Store #: 6253)  
508 E Castle Pines Parkway Castle Rock, CO 80108  
Created: 12/15/2025

### Personnel

First Impression	A	OK. This is my last practice for tonight.
Customers are VIPd at their vehicles	-	I didn't see any today
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	A	
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 **A**

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 **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 **A**

Balloons in use **F**

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** **C****Covers and floor mats are used** **A****Comments:**

Some employees not wearing glasses