

## Denver Report Card

**Castle Rock / Castle Pines** (Store #: 6253)

508 E Castle Pines Parkway Castle Rock, CO 80108

Created: 7/15/2025

### Personnel

<b>First Impression</b>	<b>A</b>	OK. This is my last practice for tonight.
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<b>Customers are VIPd at their vehicles</b>	<b>-</b>	I didn't see any today
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<b>Employees are dressed in approved Big O uniforms</b>	<b>A</b>
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<b>Uniforms are clean and maintained</b>	<b>A</b>
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<b>Employees are well-groomed</b>	<b>A</b>
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<b>Employees are courteous and polite</b>	<b>A</b>
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**Comments:**

### Exterior

<b>First Impression</b>	<b>A</b>
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<b>Parking lot is clean and free of garbage, cigarette butts, debris</b>	<b>A</b>
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<b>Exterior signage is appropriate, in good condition, and visible</b>	<b>A</b>
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<b>Exterior landscaping is well maintained and appealing</b>	<b>A</b>
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<b>Exterior lights are fully functional (both building and signage)</b>	<b>A</b>
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<b>Roadside attention getters</b>	<b>A</b>
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<b>Tires displayed</b>	<b>A</b>
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<b>Old tires are organized in bin</b>	<b>A</b>
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<b>Exterior windows are clean</b>	<b>A</b>
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<b>Window clings are placed appropriately for entrance traffic</b>	<b>A</b>
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**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
<b>Comments:</b> Some employees not wearing glasses	