

Denver Report Card

Castle Rock / Castle Pines (Store #: 6253)

508 E Castle Pines Parkway Castle Rock, CO 80108

Created: 9/15/2025

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	