

## Denver Report Card

Centennial / University Blvd (Store #: 6294)

8110 S University Blvd Centennial, CO 80122

Created: 12/15/2025

### Personnel

First Impression	A	
Customers are VIPd at their vehicles	F	I didn't see any VIPs
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	B	
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 **B**

Interior is bright, inviting and comfortable **B**

Sales counter is clean and free from clutter **A**

Interior paint is not faded, chipped, or dirty **C**

Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.) **A**

Tire stands and tire inserts are displayed and in good condition **B**

Floor is free from water, mud, dirt, and grease **B**

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 **C**

I know it's an older bathroom, but I'd love to see a coat of paint or anything we could do to touch it up.

Comments:

Shop

**First Impression**

**B**

**Shop is neat, clean, and organized**

**C**

**Customer would feel comfortable being brought back in the shop**

**B**

**Appropriate music played**

**F**

Song that was playing when I walked in was disappointing.

**Speed lane in use**

**-**

**Employees in uniform and wearing safety glasses**

**C**

Some employees wearing their regular regular glasses, but the rest not wearing safety glasses.

**Covers and floor mats are used**

**F**

I didn't see any being used.

**Comments:**