

## Denver Report Card

Littleton / Highlands Ranch (Store #: 6266)

3510 Town Center Dr Highlands Ranch, CO 80129

Created: 7/15/2025

### 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	They were tired displays. I would love to see inserts in them.
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	B	
Interior paint is not faded, chipped, or dirty	A	
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	B	
Shop is neat, clean, and organized	C	
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	Some employees were wearing their regular glasses, but I didn't see any others and safety glasses.
Covers and floor mats are used	C	I didn't see seat covers.
Comments:		