

Denver Report Card

Littleton / Highlands Ranch (Store #: 6266)

3510 Town Center Dr Highlands Ranch, CO 80129

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	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: