

## Denver Report Card

**Arvada** (Store #: 6271)

7425 W 52nd Ave Arvada, CO 80002

Created: 9/15/2025

### Personnel

**First Impression****A**

**Customers are VIPd at their vehicles**

**-**

I didn't see any today but staff talked to me about how they do VIPs for customers after they come in

**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****B**

**Parking lot is clean and free of garbage, cigarette butts, debris**

**D**

Tons of cigarette butts today

**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**

**-**

**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	B	There was an old sale sign up
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	-	
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	B	
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	A
Covers and floor mats are used	A
Comments:	