

## Denver Report Card

**Thornton** (Store #: 6221)

3740 E 104th Ave Thornton, CO 80233

Created: 9/15/2025

### Personnel

**First Impression**

**A**

**Customers are VIPd at their vehicles**

**F**

I waited across the street for 20 minutes and saw three customers go in without a VIP. Angel said they were helping other the customers at the time which I understand.

**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**

Exterior looks awesome. Love the balloons and the flags and the tire displays. Very eye-catching.

**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	-	
Balloons in use	A	
Comments:		

Restrooms		
Restrooms are clean and in good working order	C	Bathroom was clean, except for the base of the toilet, which needs a really good cleaning.
Comments:		

Shop		
First Impression	A	
Shop is neat, clean, and organized	B	
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	When I got there, most employees had their glasses on the top of their heads, but by the time I left, everyone was properly wearing their safety glasses. Harry had them on the whole time and was delightful.
Covers and floor mats are used	A	
Comments:		