

Denver Report Card

Thornton (Store #: 6221)

3740 E 104th Ave Thornton, CO 80233

Created: 12/15/2025

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: