

## Denver Report Card

Denver / Pecos St (Store #: 6268)

7500 Pecos St Denver, CO 80221

Created: 7/15/2025

### Personnel

First Impression A

Customers are VIPd at their vehicles F

Employees are dressed in approved Big O uniforms C

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

Old tires are organized in bin A

Exterior windows are clean B

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   | A |  |
| 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** **-** I didn't see any safety glasses

**Covers and floor mats are used** **-**

**Comments:**