

## Denver Report Card

**Littleton / Bowles** (Store #: 6249)  
9973 W Bowles Ave Littleton, CO 80123  
Created: 7/15/2025

### Personnel

<b>First Impression</b>	<b>A</b>	
<b>Customers are VIPd at their vehicles</b>	<b>A</b>	I watched Dan doing VIPs!!
<b>Employees are dressed in approved Big O uniforms</b>	<b>A</b>	
<b>Uniforms are clean and maintained</b>	<b>A</b>	
<b>Employees are well-groomed</b>	<b>A</b>	
<b>Employees are courteous and polite</b>	<b>A</b>	

Comments:

### Exterior

<b>First Impression</b>	<b>B</b>
<b>Parking lot is clean and free of garbage, cigarette butts, debris</b>	<b>A</b>
<b>Exterior signage is appropriate, in good condition, and visible</b>	<b>A</b>
<b>Exterior landscaping is well maintained and appealing</b>	<b>A</b>
<b>Exterior lights are fully functional (both building and signage)</b>	<b>A</b>
<b>Roadside attention getters</b>	<b>A</b>
<b>Tires displayed</b>	<b>A</b>
<b>Old tires are organized in bin</b>	<b>A</b>
<b>Exterior windows are clean</b>	<b>B</b>
<b>Window clings are placed appropriately for entrance traffic</b>	<b>A</b>

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	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	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	Everyone in back had safety glasses!
Covers and floor mats are used	F	I didn't see seat covers or floor mats.
Comments:		