

## Denver Report Card

Lakewood / Union (Store #: 6067)  
320 S Union Blvd Lakewood, CO 80228  
Created: 12/15/2025

### Personnel

<b>First Impression</b>	<b>A</b>	
<b>Customers are VIPd at their vehicles</b>	<b>A</b>	I saw four customers VIPd while I was there
<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>A</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>A</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 **B**

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 **B**

Balloons in use **A**      Balloons look great inside and outside the store!

Comments:

## Restrooms

Restrooms are clean and in good working order **A**

Comments:

Shop

**First Impression** **B**

**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** - I did not see safety glasses

**Covers and floor mats are used** - I did not see seat covers.

**Comments:**