

Denver Report Card

Arvada West (Store #: 6254)
6510 Indiana St Arvada, CO 80007
Created: 7/15/2025

Personnel

First Impression	A	
Customers are VIPd at their vehicles	F	I didn't see VIPs
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	B
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	-
Tires displayed	B
Old tires are organized in bin	A
Exterior windows are clean	C
Window clings are placed appropriately for entrance traffic	A

Comments:

Marketing/Advertising		
Monthly POPs are current and displayed in appropriate locations	-	I didn't see the POP for the current promotion
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	B	
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	N/A	
Balloons in use	-	
Comments:		

Restrooms		
Restrooms are clean and in good working order	C	Needed a 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 **F** I didn't see safety glasses

Covers and floor mats are used **N/A**

Comments: