

Denver Report Card

Aurora / Havana St (Store #: 6296)
 1770 S Havana St Aurora, CO 80012
 Created: 7/15/2025

Personnel

| | | |
|---|------------|--------------------|
| First Impression | A | |
| Customers are VIPd at their vehicles | N/A | 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 | 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 | F |
| 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 | F | I didn't see any 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 | - | |
| 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 | 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 **F** I did not see staff in safety glasses.

Covers and floor mats are used **-**

Comments: