

## Denver Report Card

**Aurora / Abilene St** (Store #: 6270)

796 S Abilene St Aurora, CO 80012

Created: 7/15/2025

### Personnel

**First Impression** **A**

**Customers are VIPd at their vehicles** **F**

**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** **-**

**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 | 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  | - |
| 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 didn't see safety glasses.            |
| Covers and floor mats are used                                 | F | I didn't see seat covers or floor mats. |
| Comments:  |   |   |