

Denver Report Card

Arvada West (Store #: 6254)
6510 Indiana St Arvada, CO 80007
Created: 12/15/2025

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	B
Parking lot is clean and free of garbage, cigarette butts, debris	B
Exterior signage is appropriate, in good condition, and visible	A
Exterior landscaping is well maintained and appealing	B
Exterior lights are fully functional (both building and signage)	A
Roadside attention getters	-
Tires displayed	A
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	F	No POP but staff was aware of promos
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	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	-	
Balloons in use	-	

Comments:

Restrooms

Restrooms are clean and in good working order	F	Bathroom was gnarly. No way it was cleaned recently or regularly.
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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 **D** Most weren't wearing safety glasses.

Covers and floor mats are used **A**

Comments: