

Denver Report Card

Golden (Store #: 6237)

17503 S Golden Rd Golden, CO 80401

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	A
Exterior lights are fully functional (both building and signage)	A
Roadside attention getters	A
Tires displayed	A
Old tires are organized in bin	A
Exterior windows are clean	B
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	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	B
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 **C**

Shop is neat, clean, and organized **C**

Customer would feel comfortable being brought back in the shop **C**

Appropriate music played **F** Horribly inappropriate music

Speed lane in use **-**

Employees in uniform and wearing safety glasses **F**

Covers and floor mats are used **-**

Comments: