

Denver Report Card

Castle Rock / Castle Pines (Store #: 6253)

508 E Castle Pines Parkway Castle Rock, CO 80108

Created: 3/11/2026

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 **A**

Tires displayed **A**

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	A
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**

A

Every shop employee had glasses on!

Covers and floor mats are used

A

Floor mats and seat covers!

Comments: