

## Denver Report Card

Castle Rock / Perry St (Store #: 6129)

750 S Perry St Castle Rock, CO 80104

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 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:	

First Impression	A
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**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	-
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Employees in uniform and wearing safety glasses	F
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Covers and floor mats are used	F
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**Comments:**