

Denver Report Card

Aurora / Smoky Hill Rd (Store #: 6293)
22994 E Smoky Hill Rd Aurora, CO 80016
Created: 12/15/2025

Personnel

First Impression	B
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	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 C

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 C

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

-

Speed lane in use

-

Employees in uniform and wearing safety glasses

A

All employees were wearing safety glasses!

Covers and floor mats are used

F

Comments: