

## **Denver Report Card**

**Thornton** (Store #: 6221) 3740 E 104th Ave Thornton, CO 80233

Created: 10/16/2025

Personnel		
First Impression	Α	
Customers are VIPd at their vehicles	-	Tom did open the door for me when I was walking in and greeted me with a clipboard, but I have been in the car across the street for about 45 minutes and hadn't seen any VIPs.
Employees are dressed in approved Big O uniforms	Α	
Uniforms are clean and maintained	Α	
Employees are well-groomed	Α	
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	Α
Staff is aware of monthly promotions	A
Comments:	

Interior	
First Impressions	A
Interior is bright, inviting and comfortable	В
Sales counter is clean and free from clutter	В
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	A
Balloons in use	-
Comments:	

Restrooms		
Restrooms are clean and in good working order	В	This might just be my OCD, but I don't love the magazines in the bathroom. It doesn't feel clean to me. Also, I'm not sure that I want to encourage customers to take their time in your only customer bathroom.
Comments:		

Shop		
First Impression	A	
Shop is neat, clean, and organized	В	
Customer would feel comfortable being brought back in the shop	Α	
Appropriate music played	A	
Speed lane in use	-	
Employees in uniform and wearing safety glasses	Α	Everyone in back had safety glasses on!
Covers and floor mats are used	A	Floor mats and seat covers were being used!
Comments:		