

Denver Report Card

Thornton (Store #: 6221)

3740 E 104th Ave Thornton, CO 80233

Created: 3/11/2026

Personnel

First Impression **A**

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 **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 **B**

Sales counter is clean and free from clutter **B**

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 **B**

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

B

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

Everyone in back had safety glasses on!

Covers and floor mats are used

A

Floor mats and seat covers were being used!

Comments: