

Denver Report Card

Aurora / Havana St (Store #: 6296)
1770 S Havana St Aurora, CO 80012
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	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	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	F	The expired POP was up from last week sale and the POP from this week sale wasn't up yet.
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:		

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 **A**

**Employees in uniform and wearing
safety glasses** **F** I didn't see safety glasses

Covers and floor mats are used **F** I didn't see floor mats or seat covers

Comments: