

Denver Report Card

Castle Rock / Perry St (Store #: 6129)

750 S Perry St Castle Rock, CO 80104

Created: 4/28/2025

Personnel

First Impression **A**

Customers are VIPd at their vehicles **A**

Employees are dressed in approved Big O uniforms **B**

Uniforms are clean and maintained **B**

Employees are well-groomed **C**

Employees are courteous and polite **C**

Comments:

Test

Exterior

First Impression **F**

Parking lot is clean and free of garbage, cigarette butts, debris **F**

Exterior signage is appropriate, in good condition, and visible **F**

Exterior landscaping is well maintained and appealing **D**

Exterior lights are fully functional (both building and signage) **D**

Roadside attention getters **D**

Tires displayed **C**

Old tires are organized in bin **C**

Exterior windows are clean **C**

Window clings are placed appropriately for entrance traffic **A**

Comments:

Te

Marketing/Advertising

Monthly POPs are current and displayed in appropriate locations -

Staff is aware of monthly promotions -

Comments:

Interior

First Impressions -

Interior is bright, inviting and comfortable -

Sales counter is clean and free from clutter -

Interior paint is not faded, chipped, or dirty -

Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.) -

Tire stands and tire inserts are displayed and in good condition -

Floor is free from water, mud, dirt, and grease -

Lights are functioning, not burnt out or flickering -

Midgrade & entry-level tires displayed -

Big O brand tires on display -

Major brand tires on display -

Wheels clean, displayed, and free of dust -

Balloons in use -

Comments:

Restrooms

Restrooms are clean and in good working order -

Comments:

Shop

First Impression -

Shop is neat, clean, and organized -

Customer would feel comfortable being brought back in the shop -

Appropriate music played

Speed lane in use

Employees in uniform and wearing safety glasses

Covers and floor mats are used

Comments: