

Denver Report Card

Aurora / Hampden Ave (Store #: 6216)
18431 E Hampden Ave Aurora, CO 80013
Created: 5/9/2025

Personnel

First Impression	F	Test
Customers are VIPd at their vehicles	A	
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	D	

Comments:
Test F

Exterior

First Impression	F	Testing
Parking lot is clean and free of garbage, cigarette butts, debris	-	
Exterior signage is appropriate, in good condition, and visible	-	
Exterior landscaping is well maintained and appealing	C	Test
Exterior lights are fully functional (both building and signage)	-	
Roadside attention getters	-	
Tires displayed	-	
Old tires are organized in bin	-	
Exterior windows are clean	-	
Window clings are placed appropriately for entrance traffic	-	

Comments:

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 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 F Test

Wheels clean, displayed, and free of dust -

Balloons in use -

Comments:

Restrooms

Restrooms are clean and in good working order A Clean

Comments:

Very Clean

Shop

First Impression **A**

Shop is neat, clean, and organized **A**

**Customer would feel comfortable
being brought back in the shop** **C** Test

Appropriate music played

Speed lane in use

**Employees in uniform and wearing
safety glasses**

Covers and floor mats are used

Comments:

Test