

Denver Report Card

Aurora / Hampden Ave (Store #: 6216)
18431 E Hampden Ave Aurora, CO 80013
Created: 9/15/2025

Personnel

First Impression	F	Test
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Customers are VIPd at their vehicles	A
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Employees are dressed in approved Big O uniforms	A
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Uniforms are clean and maintained	A
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Employees are well-groomed	A
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Employees are courteous and polite	D
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Comments:
Test F

Exterior

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