

## Denver Report Card

**Aurora / Hampden Ave** (Store #: 6216)  
18431 E Hampden Ave Aurora, CO 80013  
Created: 3/11/2026

### Personnel

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

**Comments:**  
Test F

### Exterior

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

**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