Denver Report Card

Lakewood / Union (Store #: 6067)
320 S Union Blvd Lakewood, CO 80228
Created: 7/15/2025

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	C
Employees are well-groomed	A
Employees are courteous and polite	A

Comments:
Sample visit - let me know if it comes through as it should

Exterior	
First Impression	A
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	A
Tires displayed	A
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	**N/A**
Staff is aware of monthly promotions	**N/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	**A**
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	**A**
Balloons in use	**A**

Comments:

Restrooms

Restrooms are clean and in good working order	**A**

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	
Speed lane in use	
Employees in uniform and wearing safety glasses	
Covers and floor mats are used	

Comments:
Steve is still working on updates from Drew's email.