

## Denver Report Card

**Lakewood / Union** (Store #: 6067)  
320 S Union Blvd Lakewood, CO 80228  
Created: 9/15/2025

### 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.