

## Denver Report Card

**Lakewood / Union** (Store #: 6067)  
320 S Union Blvd Lakewood, CO 80228  
Created: 12/15/2025

### 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.