

## Denver Report Card

Arvada (Store #: 6271)

7425 W 52nd Ave Arvada, CO 80002

Created: 12/15/2025

### Personnel

First Impression	A	
Customers are VIPd at their vehicles	F	
Employees are dressed in approved Big O uniforms	A	One employee was wearing a Toyo Tires sweatshirt
Uniforms are clean and maintained	A	
Employees are well-groomed	A	
Employees are courteous and polite	A	

Comments:

### Exterior

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

Comments:

Marketing/Advertising		
Monthly POPs are current and displayed in appropriate locations		F
Staff is aware of monthly promotions		F
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		B
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		F
Comments:		

Restrooms		
Restrooms are clean and in good working order		A
Comments:		

**Shop**

**First Impression** **A**

**Shop is neat, clean, and organized** **B**

**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:**