

## Denver Report Card

**Aurora / Hampden Ave** (Store #: 6216)  
18431 E Hampden Ave Aurora, CO 80013  
Created: 9/15/2025

### Personnel

**First Impression** -

**Customers are VIPd at their vehicles** -

**Employees are dressed in approved Big O uniforms** -

**Uniforms are clean and maintained** -

**Employees are well-groomed** -

**Employees are courteous and polite** -

**Comments:**

### Exterior

**First Impression** -

**Parking lot is clean and free of garbage, cigarette butts, debris** -

**Exterior signage is appropriate, in good condition, and visible** -

**Exterior landscaping is well maintained and appealing** -

**Exterior lights are fully functional (both building and signage)** -

**Roadside attention getters** -

**Tires displayed** -

**Old tires are organized in bin** -

**Exterior windows are clean** -

**Window clings are placed appropriately for entrance traffic** -

**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	-
Lights are functioning, not burnt out or flickering	-
Midgrade & entry-level tires displayed	-
Big O brand tires on display	-
Major brand tires on display	-
Wheels clean, displayed, and free of dust	-
Balloons in use	-
Comments:	

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

Shop	
First Impression	-
Shop is neat, clean, and organized	-
Customer would feel comfortable being brought back in the shop	-
Appropriate music played	-
Speed lane in use	-
Employees in uniform and wearing safety glasses	-
Covers and floor mats are used	-
Comments:	