

Denver Report Card

Aurora / Hampden Ave (Store #: 6216)
18431 E Hampden Ave Aurora, CO 80013
Created: 3/11/2026

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:	