

## 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	A
Employees are well-groomed	A
Employees are courteous and polite	A

Comments:

### Exterior

First Impression	-	Doing the best they can with the construction!
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	A	
Staff is aware of monthly promotions	A	
Comments:		

Interior		
First Impressions	A	
Interior is bright, inviting and comfortable	A	
Sales counter is clean and free from clutter	B	
Interior paint is not faded, chipped, or dirty	A	Love the paint!
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	B	
Balloons in use	N/A	
Comments:		

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

## Shop

**First Impression** **B**

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

**Customer would feel comfortable  
being brought back in the shop** **B**

**Appropriate music played** **A**

**Speed lane in use** **A**

**Employees in uniform and wearing  
safety glasses** **A**

**Covers and floor mats are used** **A**

**Comments:**