

Denver Report Card

Golden (Store #: 6237)

17503 S Golden Rd Golden, CO 80401

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

Comments:

Exterior

First Impression	A	Love the paint and the new striping!
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	F	
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

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 -

Comments:

Restrooms

Restrooms are clean and in good working order C

Comments:

Mirror and sink were in need of cleaning

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 **A**

Speed lane in use **A**

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

Covers and floor mats are used **A**

Comments: