

## Denver Report Card

Denver / Peoria St (Store #: 6231)

4695 Peoria St Denver, CO 80239

Created: 7/15/2025

### 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 B

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

Exterior signage is appropriate, in good condition, and visible A

Exterior landscaping is well maintained and appealing -

Exterior lights are fully functional (both building and signage) A

Roadside attention getters A

Tires displayed A

Old tires are organized in bin -

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		A
Staff is aware of monthly promotions		A
Comments:		

Interior		
First Impressions		B
Interior is bright, inviting and comfortable		A
Sales counter is clean and free from clutter		B
Interior paint is not faded, chipped, or dirty		C
Waiting area is clean, comfortable, and appealing (contains toys, female magazines, etc.)		B
Tire stands and tire inserts are displayed and in good condition		A
Floor is free from water, mud, dirt, and grease		B
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		F
Balloons in use		-
Comments:		

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

Shop	
First Impression	B
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	-
Employees in uniform and wearing safety glasses	C
Covers and floor mats are used	F
Comments:	