

Denver Report Card

Thornton (Store #: 6221)

3740 E 104th Ave Thornton, CO 80233

Created: 12/15/2025

Personnel

First Impression	A	
Customers are VIPd at their vehicles	F	I didn't see any VIPs today
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
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 **A**

Interior paint is not faded, chipped, or dirty **B**

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 **F**

Comments:

Restrooms

Restrooms are clean and in good working order **A**

Comments:

Shop

First Impression

A

Shop is neat, clean, and organized

A

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

All in uniforms but I didn't see any safety glasses

Covers and floor mats are used

A

I saw seat covers and mats on all cars in the shop!

Comments: