

## Denver Report Card

**Thornton** (Store #: 6221)

3740 E 104th Ave Thornton, CO 80233

Created: 9/15/2025

### 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:		