

## Denver Report Card

**Firestone** (Store #: 6291)

8100 Colorado Blvd Firestone, CO 80504

Created: 12/13/2025

### 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**

**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** **F**

**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 **F**

Balloons in use **-**

Comments:

**Restrooms**

Restrooms are clean and in good working order **A** Cleanest bathroom I've seen all month!

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** **A** Only store this week I've seen where every one in the shop was wearing glasses.

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

**Comments:**