

Denver Report Card

Firestone (Store #: 6291)

8100 Colorado Blvd Firestone, CO 80504

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 **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: