

mspnice award

October 16th, 2023

Greetings Managers,

One of your employees, Allan Loff, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Allan for his outstanding commitment to customer service at MSP.

Our thanks go out to him on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats to Allan!



Phil Burke, MAC, with Allan Loff, Hammer Made

Customer compliment:

I wanted to reach out to let you now how much I really love the shirt I purchased at your store at MSP. Why I really wanted to reach out, was about the awesome customer service I received while at your store. My wife and I had a 3-hour layover and were checking out the shops. We went in to check out your clothes since I never heard of Hammer Made. The young guy working there was amazing!!! He greeted us, was extremely knowledgeable about your product, wasn't pushy and was very accommodating. It was awesome to see him wearing your clothing. He was not just talking the talk. You really have a solid employee and earned another Hammer Made customer. We had a great experience in your store!