

mspnice award

October 16th, 2023

Greetings Managers,

One of your employees, Michael Gilbreath, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Michael 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 Michael!



Michael Gilbreath, Hammer Made

Customer compliment:

I am writing because of an experience I had this morning with Michael Gilbreath that literally made my day. He provided great customer service and has an incredibly warm personality. I discovered yesterday night that I needed a collar extender. Hammer Made had exactly what I needed, and Michael was a pleasure to speak with and helped me find it.

I was just very pleased with the service, enjoyed the shopping experience, and really appreciate how professional he was. It's not something I see in most my shopping experiences, and really appreciate it when it happens. I wanted to share with you that it was a huge relief to find the button extender. And this was a really good experience because of how Michael treated me and my questions.

Thanks, Steve