

Hillside Pools' Top-Notch Employees Bolster Winning Ways

Hillside Pools carries about 25 employees during the season, with over 200 years of combined experience.

With very little attrition, employees either remain with Hillside or eventually return. The family-owned business did hire a couple new employees recently because business has been strong. "We have some growth, so we have to hire to accommodate growth," said Owner Chris Hill.

The Readers' Choice's perennial winner for Best Pool

and Spa Store is strengthened by those frontline individuals, she said. "Our employees, with knowledge from that combined experience, are what helps us keep this award year after year. It's not certainly Terry and I as owners, it's our employee base." Hill loves receiving customer feedback; it happens a lot. This award, she said, is the ultimate version of it.

Hillside's employees are the ones having that impressionable customer contact everyday. And once or twice a year, they're building new pools for repeat customers on the construction side, another indicator for how their "above and beyond" service resonates.

Feedback also comes from direct appreciation, when a customer shares a personal story, or gifts cookies or vegetables from their garden. "People are very grateful,

which makes everybody involved with this business feel very proud to be part of it."

The gratitude also speaks to how important pools are for families; it's a place to entertain, to help keep children and their friends at home, and keeps customers healthy, Hill said. Although pools are easier to maintain now versus 20 years ago, problems still occur. "That's what we're here to help them with, to solve those kinds of problems."

Hillside offers inground pool construction and repair services, along with pool water testing and chemical sales. But spas are the new offering on the block. QCA Spas, a leader in aquatic technology, is one of the oldest hot tub manufacturers in the U.S. "We were impressed with the product's strength and integrity."



The Hillside Pools Team.



The Hillside Pools owners Chris and Terry.

Hillside is the only pool and spa store where a customer

can buy a QCA Spa in Northeast Indiana.

Hillside Pools, LLC
7677 Maplecrest Road
260.627.5580
hillsidepoolsonline.com

Hours:
Monday – Friday:
10 am – 6 pm
Saturday:
9 am – 3 pm

Hillside Pools LLC

Building Your Backyard Paradise!

The entire Hillside Pools team would like to thank you for voting us #1 five years in a row!

2019

2020

2021

2022

2023

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