Retirement Resorts: The New Trend

By Michelle Houriet, Executive Director
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While 65 has traditionally been the magic age for retirement, the majority of today’s Baby Boomers plan to work past that age. However, the residents of Independence Village aren’t waiting for retirement to start. They’re enjoying life now in their senior community, a resort style neighborhood of homes.

People choose to move to senior communities for a number of reasons, one of the most common being the desire to simplify their lifestyle while enjoying living in a community with peers who have similar interests. As more and more Baby Boomers reach retirement age, the traditional picture of what retirement looks like is evolving.

Many people have the option to work from home these days, so even though it may be downsizing a bit, Independence Village offers homes with two bedrooms and a study which works nicely for the working adult. People delaying retirement include college professors, authors, scientists, financial advisors and other professionals of all kinds. Their reasons for staying in the workforce are varied; some simply like their work, others want to avoid boredom, feel useful, enjoy regular social interaction at the office, maintain health insurance, or continue to build their nest egg.

While some carry on with the same careers they have had for years; others take this time to switch to something more fulfilling or with a more flexible schedule. Living at a community where home and lawn maintenance as well as cleaning are handled for them gives them the time to concentrate on work, and when at home they can really enjoy their time off instead of doing chores.

With all the amenities and services included in the membership at Independence Village, there will definitely be some savings associated with living in a senior community. Imagine not having to hire someone to clean, mow or make home repairs as well as having access to planned social events, a Country Club membership and variety of fitness programs. Other expenses that will be eliminated include homeowners insurance, HOA dues and property taxes.

Why wait? Independence Village is open to adults 55+, so once the kids are gone, make it about you and start enjoying the fruits of your labor. This popular community can have a waitlist, so visit today and find that perfect home floorplan. Call one of our Lifestyle Specialists at (210) 209-8956 for a tour and stay for lunch at our neighboring community or join us for our Fiesta Finale Open House on April 30 at 9:30 a.m. RSVP to the number above.

Independence Village is located at 20550 Huebner Rd., San Antonio, TX 78258. For more information, call (210) 209-8956 or visit www.independencelillage.com.

The Importance Of Customer Service

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Looking back, my first job made quite an impact on who I am today on so many levels. Had you known me then, you might have pegged me as your typical teenager. You know…unappreciative and certainly not going to work the summer I turned 16. But if I had to work, there was no way I was going to work at McDonalds.

Yep, I remember like it was yesterday. Summer was approaching and dad and I were on our way home from playing tennis. We were discussing the summer, “my plans,” and when I was going to get a J-O-B. Quite lackadaisical, I avoided answering. And when he prodded, our conversation escalated. Then before you know it, he said, “You are going to work!” As we approached our turn, I pointed my finger to the right, and said “Fine! There’s a McDonald’s, pull in there — they’re hiring.” All the while, I was thinking to myself…“I will never work at McDonalds.”

Before I knew it, dad pulled in and said, “Go in, get an application and apply for a job.” And just like that, I soon had my first real job. That changed everything. As I reflect on that experience today, it was probably one of the most important stepping stones in my life. I learned that I aspired for more, but I also learned a lot about how to interact and treat people. Yes, in all honesty, it was quite an impressive customer service experience.

I learned that quality and consistency in delivering a product and service was important. But I also learned that treating customers with respect was even more important so they would come back again and again. These qualities made for a very favorable experience for the customer and profitable for the business at the same time. As a matter of fact, that’s why McDonalds was dubbed the fastest growing franchise. Because it’s systems and processes were duplicatable, they were profitable (brittanica.com)

Although my time at McDonalds was short lived, there’s still something about that place that keeps me going back. Like today, in a hurry at the airport, we wanted to grab a bite to eat and knew we could always count on McDonald’s to deliver. But today, this was not the case.

Immediately, we noticed the order wasn’t quite right. And little did we know, it was going to take several times before they did get it right. The water I ordered was missing, the egg white sandwich was a bacon and egg sandwich, and there were no condiments, napkins or straws in the bag. No one anticipated my needs, no one even asked, nor check for accuracy. Yes, three times we had to go back until it was right.

So, I reflect on this moment and carry it through, asking myself what I do for my “customers” on a daily basis. Service is the key... What characteristics habits are important to you? What are your expectations? What was your customer service experience? Is it consistent? Were you wowed? Do they anticipate your needs? It’s not about performance, but about the relationship. We guide you through your most challenging times, engage in very intimate discussions and help navigate through your decision making process so at the end of the experience you know that you — the client — are at the center of everything and we are doing everything in our power to help you achieve the goals that are important to you.

As for McDonalds, I will give them another chance. After all, they are still a staple. Even my granddaughter knows the Golden Arches having only eaten there twice. Will the impact you make transfer from generation to generation?

For more information, contact Jennifer Scroggins and Brent McCravy with Platinum Wealth Solutions of Texas, LLC at 210-998-5000 or visit www.platinumwealthsolutionsoftexas.com. Securities and investment advisory services offered through Royal Alliance Associates, Inc. member FINRA/SIPC. Royal Alliance Associates, Inc. is separately owned and other entities and/or marketing names, products or services referenced here are independent of Royal Alliance Associates, Inc. Branch Office (210) 998-5000. 225-20170113-343687
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Independence Hill
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Relationships!
Employees at Independence Hill get a real treat when they walk into work and see the employee hallway decorated for every holiday. It is all because of a fellow co-worker that loves putting a smile on their faces. Richard, affectionately called the Head Decorating Elf, is a 7 year employee in the Food & Beverage department. He always puts his heart into cooking for the Independence Hill residents and now he is helping to get his co-workers get excited about each approaching holiday.

The team wanted to send a special THANK YOU to Richard for brightening their day with his surprises!

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Sometimes our children’s sense of adventure can turn into something a bit more serious. And when it does, it’s important to know there are dedicated pediatric specialists right around the corner. That’s why we’ve opened a brand new pediatric emergency center in Stone Oak, staffed with experienced physicians and nurses who are ready to help with any emergency situation.

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