

## DO YOU EVALUATE YOUR SUPPLIER'S RESPONSE TIME?

At Ace Steel Supply, response time is a critical metric, one that receives great focus. Have you ever noticed how quickly we respond to your requests? Have you ever noticed how others respond in comparison? Believe you will admit we are extremely timely, always evidencing that we care about our performance and the customer experience.

How quick the response to RFQ's is received provides clues about what to expect from a supplier. A slow response may simply be because it takes time to prepare an answer. It may be because the supplier is booked up with work and does not have enough of a work force to handle the requests promptly. Or possibly, the response is slow just because the supplier doesn't work too quickly. Another reason for slow response may be caused by a sudden increase in inquiries from other customers.

Some suppliers will at least let you know they have received your request and they are preparing an answer. Unfortunately, there are others who never respond at all. Never assume you are going to eventually get an answer. It is a good idea to call the supplier to see if they received your request and when you should be getting an answer.



If a response seems to take excessively long, ask for the reasons. The answer will help you decide if you should go elsewhere to obtain what you need.

But don't accept long delays without applying pressure to improve response time. Responses to RFQ's may be handled by a clerk who is not as concerned with customers as a salesperson would be.

This is not the case at Ace Steel Supply. At Ace our knowledgeable/time sensitive sales team responds to each request timely. Our sales team handles all requests from beginning to end and without the reliance of inside support. The process is incredibly efficient, and the response time is world class. Our structure promotes keen response so try us if you haven't.

# **Mardi Gras King Cake**

*by Kara Osborn*

## *History of the King Cake*

The King Cake is believed to have started in France during the 12 Century. In the early days, these Europeans celebrated the coming of the 3 wise men bearing gifts 12 days after Christmas, this was called Twelfth Night or Kings Day. To honor the 3 Kings, baking of a cake was part of the celebration. The cakes were made in a circle to signify the circular route the Kings took to get to the Christ child. Trinkets were hidden inside the cake, a bean, pea or coin. The person who got the hidden piece was declared King for the day or was said to have good luck the coming year.

Twelfth night implies the beginning of the carnival season in Louisiana. Nowadays, a plastic baby is the hidden piece to symbolize the Christ Child. Whoever gets the baby in their piece of cake is expected to carry on the carnival festivities by hosting the next King Cake party.

In New Orleans, King Cake parties are held throughout the Mardi Gras season. In offices, classrooms, and homes throughout the city. Like the Biblical story, the search for the baby adds fun to the event, as each person waits to see in which slice of cake the baby will be discovered.

King Cakes are circular, cinnamon twisted pastries baked and can be filled with fruit, cream filling or both. They are then decorated with the traditional Mardi Gras colors, gold (power), green (faith) and purple (justice).

Here are some awesome bakeries, in and around Houston, to get your next pastry party going!!

Acadian Bakery – Montrose

Three Brothers Bakery – any location

The Boil House – Heights

Montgomery Bakehouse – Conroe

Rao's Bakery & Coffee Café – Spring



## **CHANCES DOG RESCUE AND RELOCATION HOSTS A VISIT FROM CAPE ANN ANIMAL AID**

Recently, several staff members from Cape Ann Animal Aid in Gloucester, Massachusetts travelled down to Houston to learn firsthand what rescue is like in Texas. Chances Dog Rescue and Relocation were thrilled to be able to host them, and show them the many sides, facilities and focuses of rescue.

The group participated in street feeding in the Corridor and met many former street dogs who were taken in by our long-time partner, Corridor Rescue. They toured both county and city shelters and learned about the challenges of overcrowding and high intake rates, coupled with low adoption rates, time intense rescue networking, and the ever present and real risk of euthanization due to lack of space. A shelter Director and Animal Control Officer from rural counties met with the staff members and discussed their unique challenges in housing and networking animals, as well as the deep pride they feel when they are able to increase their live release numbers thanks to transport and rescue groups. The group also toured rescue boarding facilities and Houston Pets Alive.

It was an emotional visit. Street dogs and dead dogs along the roadside are commonplace in Houston, but something never seen up north. The countless Heart Worm positive dogs who are ineligible to transport to Massachusetts, and most other states, (without expensive, painful and lengthy treatment beforehand) were heartbreaking as well. The sheer volume of dogs in need overwhelmed our visitors too.

It wasn't all sadness though. Comic relief was supplied by many a goofy, sweet, talking, jumping, lazing-around dog. Lots of doggie kisses were happily received too. Our visitors remarked that while the problem is overwhelming, they were struck by how many people and groups were all working – in their own way, in their own niche – to make a dent in the problem and a difference in the lives of dogs here in Houston.

The staff members departed more knowledgeable about what the problem looks like down here, and motivated to help in some very specific ways. They want to transfer in more dogs, including large breed adults. They also want to establish a sponsorship program for people in Massachusetts to financially support the heartworm treatment for individual dogs and boarding and veterinary care for pregnant mothers prior to transport to Massachusetts.

Their motivation inspired us, and we are happily hard at work preparing for our February 10, 2020 transport!

Barbara Pennington  
Senior Account Executive  
**ACE STEEL SUPPLY**

***“Saving one dog will not change the world,  
but surely for that one dog, the world will change forever.”***  
Karen Davison





## Material Costs – February 2020



Stainless: surcharge up marginally



Galvanized sheet: Trending up slightly



Domestic 60" Galvanized: prices up slightly



Hot Rolled: Prices steady



Cold Rolled: Prices steady



Carbon Plate: Prices steady

### Total Active U.S. Rig Count (BAKER HUGHES a GE company)

Area	Last Count	Count	Change from Prior Count	Date of Prior Count	Change from Last Year	Date of Last Year's Count
U.S.	31 Jan 2020	790	-4	24 Jan 2020	-255	1 Feb 2019

We are devoted to every customer and every order, large or small. Our highly trained sales representatives are market sensitive and knowledgeable about our inventories, services, and resources. We welcome all orders and inquiries and will respond quickly with reliable service and lead times that meet your needs. Behind each of our sales representatives is a skilled team waiting to support your specific requirements.



**“Making Business Easier”**

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