

DINING CAR STORY TOLD IN TRAIN TALKS

For the Record

by HOMES BANNARD

The Editor of this little magazine has urged me to write a column each month. I hesitate to do so because this periodical is definitely committed to the premise that it is a means of expression for all employees of the Dining Car Department - not an instrument for management to force its views upon anyone. However, it was pointed out, and upon further consideration I think rightly so, that this periodical should be a means of communication not only between employees, but between employees and management as well. In fact, such a policy should promote a better understanding all around. In the final analysis the affairs of the department are everybody's concern—employees and management alike.

Therefore, I shall en-

(Cont'd on page 2)

LETTERS, REPORTS SHOW WIDE INTEREST IN PROBLEMS AND AIMS OF DEPARTMENT

Every employee has received a copy of the new Train Talks on the Dining Car Service with a letter from Manager Homes Bannard. In the letter, Mr. Bannard explains that more than 600,000 copies of the booklet have been distributed to passengers, shippers and friends of the railroad.

TAKES HARRISBURG POST



AUSTIN NOLL

A. F. NOLL PROMOTED

Austin F. Noll has succeeded the late Charles C. Mowery as Dining Car Agent at Harrisburg.

Mr. Noll returns to familiar surroundings in which

(Cont'd on page 4)

The many letters from readers and other reports indicate that great interest in the problems of dining car operation and in the many new things we are doing to make the service better have resulted from the broad distribution of the Train Talks booklet.

Sent To Newspapers

Copies were sent also to all daily and weekly newspapers on the railroad. These were accompanied by a news release which is reprinted below in part:

"Widespread improvements in dining car service, equipment and operations, all pointed toward better meals, increased efficiency and lower operating losses have been announced by the Pennsylvania Railroad.

(Cont'd on page 4)

DINING CAR NEWS

A monthly publication of,
for and by employees of the
Dining Car Department, The
Pennsylvania Railroad.

C. B. LEECH
Editor

L. A. WINKLER
Associate Editor

A number of years ago we came
across a little poem that began:

*"O God please give me sight
to see,*

*Give wisdom clear that
understands*

*The fine, high-hearted
dignity*

Of work I do with my two hands."

While the balance of the poem
has passed from memory, there is
much that is worthwhile in these
four lines. For indeed, true
dignity comes not from exalted
position, not from wealth and not,
certainly, from possessions. What,
then, is at the base of this thing
called dignity?

The Number One companion of
dignity is pride — the kind of
pride that comes from doing our
job the best we can, whatever that
job may be. We of the Dining Car
Department are each occupied one
way or another, in the prepara-
tion and serving of food to
millions of our fellow Americans
each year. It is a big job — an
important job — a job in which
each of us can take pride.

And there is dignity in it,
too — dignity that each of us
finds when we perform our daily
tasks to the very best of our
ability.

New Uniform



The Pennsylvania may now claim
the best dressed dining car
stewards in the world! Sunny-
side's W. R. Harmon is shown
wearing the latest in uniform-
business suit combinations.
Cut in semi-drape style, the
marine-blue serge is set off
with highly polished silver
buttons on the jacket, con-
trasting with the black bone
buttons used on the vest of
the same material. Pocket
insignia is maroon trimmed in
silver. Complete with maroon
tie, the uniform is practical,
comfortable and attractive.

FALL SCHEDULE

"The Indianapolis Limited,"
Trains 20-21, will be with-
drawn September 24 when the
new fall schedule goes into
effect. Other changes which
will be of interest to you
are:

Trains 30 and 31, "Spirit
of St. Louis," restored to
all-Pullman train between
St. Louis and New York-
Washington.

Trains 48 and 49, "The
General," restored to all-
Pullman train between
Chicago and New York.

Trains 64 and 65, "The
Jeffersonian," restored to
all-coach train between St.
Louis and New York-Washing-
ton.

Trains 76 and 77, "The
Trail Blazer," restored to
all-coach train between
Chicago and New York-Washing-
ton.

FOR THE RECORD (Cont'd)

deavor in this column to
speak briefly on policies
which affect all of us, not
with any thought of laying
down rules — there are
plenty of channels for that —
but to discuss the things we
are doing and the reasons for
doing them.

Congratulations on the first
edition...it is my sincere
hope that it will prove in-
teresting and valuable to
all of us.

LAWRENCE M. HILL, NEW YORK, NAMED STEWARD OF THE MONTH

PERFORMANCE	WINS	BOND
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AWARD IS FIRST OF REGULAR SERIES



Lawrence M. Hill, named Steward of the Month for August, is congratulated by Manager Homes Bannard during presentation of a \$25 U. S. Savings Bond, the first of a series of monthly awards for superior performance.

AAR HEAD PRAISES LIBERTY STEWARD

William T. Faricy, President of the Association of American Railroads, was quick to recognize dining car service at its best on a recent trip over our lines. Mr. Faricy was moved to write us of the fine treatment he and other passengers received at the hands of Chicago Steward R.T. Ray.

Mr. Faricy writes:

"Last night I came out from Washington on the LIBERTY LIMITED, the dining car being in charge of Steward R.T. Ray.

According to my observation, he is giving a very fine service, and I heard several expressions of pleasure with the food and service, both at dinner and at breakfast this morning."

Mr. Ray and his crew may be justly proud of this fine letter.

To New York Steward Lawrence M. Hill goes the honor of being named Steward of the Month for August.

A \$25.00 U.S. Savings Bond - the first of a series of such awards for outstanding performances - was presented to Steward Hill by Manager Homes Bannard on August 25, which, by coincidence, was the day before the steward's 35th birthday.

At a brief presentation ceremony at New York, Mr. Bannard explained that the award will be given each month to the steward whose overall performance was rated best for the 30-day period.

"Some of the factors we will consider," he said, "are food sales, bar sales, food cost percentages, commendations and complaints, the steward's personal appearance and his attitude. A \$25.00 Savings Bond will be given to each Steward of the Month and his picture will appear in our new magazine for employees."

Mr. Hill entered the employ of the Dining Car Department as a Commissary Clerk in 1939. He became a steward in 1940 and has since worked continuously from Sunnyside. His present assignment is on Trains 188 and 189 between New York and Boston.

With his wife and two children, Mr. Hill lives at 1541 Manhattan Avenue, Bronx, New York.

175 YEARS OF GOOD AND LOYAL SERVICE -- ALL IN ONE PICTURE



It wasn't too long ago that Todd Duncan, the noted baritone, came to Sunnyside to felicitate the first recipients of bronze awards denoting 25 years of devoted service to the Pennsylvania Railroad and its Dining Car Department. Members of a distinguished group that now includes 351 employees with 25 years of service are, from the left: Waiter Eugene Mason; Waiter W. P. Walker; Waiter A. C. King; Waiter Major Hilliard; Chef S. C. Derby and Cook Herman Taylor, with Mr. Duncan at the extreme right. Fourteen other employees are proud holders of 40-year silver emblems.

NOLL PROMOTED (Cont'd)

he spent the early years of his railroad career.

Entering the department at Sunnyside in 1936, Mr. Noll soon transferred to Harrisburg where he served for five years as agency clerk. After serving briefly as night clerk at Pittsburgh, he was named Special Car Attendant at Philadelphia in 1943.

This position, interrupted only by wartime service with the armed forces, was held by Mr. Noll until his recent promotion.

J. K. R. Jefferies, former clerk at Harrisburg agency,

has been promoted to succeed Mr. Noll as Special Car Attendant at Philadelphia.

TRAIN TALKS (Cont'd)

"Embodied in the program are advances in menu planning, food preparation and in the training of the more than 2,000 dining car department employees with, concurrently, marked improvement in the performance of dining car crews.

"Forty dining cars are being

completely modernized. Colorful and attractive, the equal of a new car in every detail, the redesigned cars will augment a fleet that already includes 22 new dining cars. The cost of the 40-car project has been set at \$4,000,000

"The railroad explains that dining car service is costly when compared with land-based restaurants. More than 4,000,000 meals were served in 1949 at a loss for the year of \$4,162,995."

Help Wanted!

Is there a new baby at your house? If so, it is news.

The dictionary defines news as "Fresh information concerning something of interest that has taken place." And that is exactly what we want from you for your new magazine.

If something of interest happens to you, to a member of your family or to a fellow employee; if you witness an interesting event or hear a

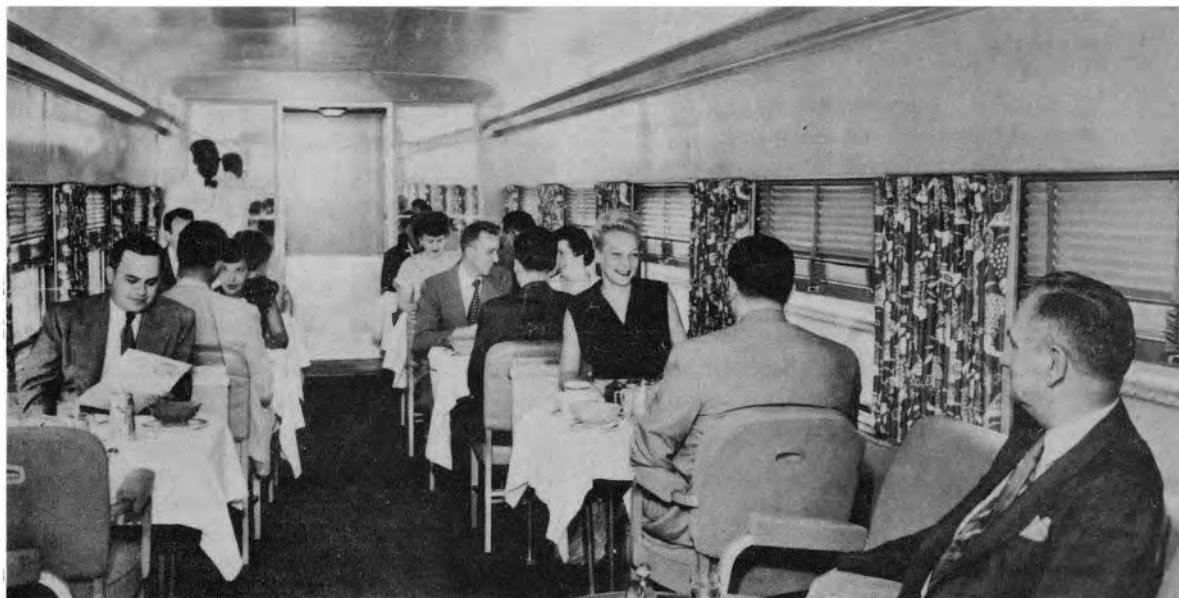
true story or anecdote concerning the job we are doing together — why, let us know about it.

The *who, what, where, when, why and how* of the story are the secret of interesting reading. Our able correspondents, all of whom have volunteered to work to get your magazine out each month, need your help. When you have an item, write it down and send it to the correspondent in your region — or, next time you are in the commissary or agency, stop for a moment and tell him (or her) about it.

And we need additional correspondents, members of road crews—stewards, cooks, and waiters. Meanwhile, your regional correspondents are:

NEW YORK
Leta Pappas
CHICAGO
Anne O'Hara
ST. LOUIS
A. V. Angove
HARRISBURG
T. B. Middlesworth
PHILADELPHIA
J. K. R. Jefferies
WASHINGTON
C. G. Berlin
PITTSBURGH
R. J. Gilmore

REMODELED D-78 ENTERS STEELER SERVICE



Attractive and modern in every respect, the first of forty cars to be remodeled at Altoona Shops, Diner-Lounge car 7954, went into service last month on the "Steeler." Following generally the pattern of new diner-lounge cars, the car accommodates twenty-eight patrons at tables, and seats twelve in the inviting lounge section. The kitchen features water proof, self draining galley tile. Imbedded in a springy Neoprene rubber base, the tile is slip-proof, and promises to eliminate much foot fatigue. The cars will leave the shops at the rate of two each month.

Brickbats — & Bouquets !

One of the best ways we can tell whether we are doing the kind of job we want to do in serving our patrons is by the letters they send us. You will be interested to read in each issue of your magazine a cross-section of the things patrons are telling us about our food and service. These are typical letters:

"I feel that I would be remiss if I did not call to your attention the superb service that my family and I enjoyed on this train. Your Mr. Ambler and Waiter No. 6 displayed to us rather forcibly that the Broadway is still the top train in the country insofar as the Dining Car is concerned." (Chicago Waiter L. E. Cohn)

"...when serving this party Waiter No. 3 did not leave the mother to handle the children as best she could, but instead he prepared the plates for both the 3 and 5 year old, cutting the meat etc., into proper size, buttering their bread, and in general relieving the mother of all except the baby's care....while performing this service the waiter had not neglected any other patron, and the diner was moderately busy. It could be my wife and youngster and I'd be mighty happy to know they are so well cared for by the carrier." (Chicago Waiter C. W. Smith)

"...one of the most satisfactory meals* I've encountered in 27 years of commercial travel. Not only was the quality of the food excellent, but the attention and service received from your steward, Mr. Kurrley and J. T. Dorsey, the waiter, was so outstanding that I made it a point to obtain their names....I congratulate you on having these competent, pleasant men in your service."

(St. Louis Chef Charles Crenshaw)

And on the other hand —

"...chicken was not thoroughly cooked....so raw that blood oozed from it.... several other passengers were unable to eat it, but paid their checks and left the diner disgusted."

"...the waiters themselves made no attempt to clean the tables as each party left, and crumbs and stains left by successive diners merely accumulated throughout the dinner hour. Napkins were never received by some people, and only after repeated requests by others."

Box score for JULY:

	New York	Chicago	St. Louis
Complaints	3	3	1
Commendations	21	5	7
Batting Average	.875	.625	.875

Dining Car Personals

From Around the Railroad

NEW YORK

By L. Pappas

Our sympathy to Cook John Porter, whose 90-year old mother died August 21 in Dallas.**

Betty Tarsitano and Ted Fish, clerks in the general office at Sunnyside, were married June 18 at Our Lady of the Angelus Church, Forest Hills.**

Supervisor Carl Opitz is wearing a new kind of smile these days -- he is the proud grandfather of twin girls. The babies' father, Donald Opitz, is a student at the University of Kansas. The little girls have been named Patricia and Suzan.**

Bar Checker Bill McCarthy and his wife welcomed a baby girl on August 18.**

Printshop Supervisor Jim Montalto is enjoying his new home at Levittown, where he moved September 1.**

Lowery Lane was the scene of the Bowling Leagues' fall opener on September 5 with four teams unlimbering for what promises to be an interesting season. Captained by W. Johnson, T. Gallagher, J. Reilly and H. Haire, the teams will be competing each Tuesday at 6:00 PM.**

Philadelphia, Washington, Harrisburg, Pittsburgh - Let's hear from you for our October Dining Car News.

CHICAGO

By Anne O'Hara

Vacation greetings from Beaumont, Texas, were received from Broadway Steward H. F. A. Sommers.**

The sympathy of the department is extended to the family of Walter H. H. Odell, who died August 18.**

Supervisor of Operations E. H. Fausnaugh, an enthusiastic fisherman, is enjoying his vacation at Indian Lake, Ohio.**

Steward Frank Mattocks is spending two weeks leisurely enjoying his new Mercury.**

Congratulations to Alice Farmer who became a grandmother for the fourth time August 20--it was a boy!**

Our retired Supervising Instructor, E. H. Engelke, has forsaken Colorado Springs, and is now settled at 2038 South Woodland Place, Santa Ana, California.**

Steward Joe Rettig has returned from a fishing vacation trip to Eagle River, Wisconsin.**

Waiter C. J. Juzang vacationed this year in San Francisco and Los Angeles. While in Los Angeles, he visited with two of his retired co-workers, Rev. Wm. B. Williams, who is now working a small chicken farm, and former Waiter-in-Charge John Crowder, now in the package liquor business.**

Bob Rashford, of the Chicago office, is headed for Sun Valley, Idaho--in his new 1950 Ford.**

ST. LOUIS

By A. L. Angove

Mrs. Audrey Ruetty, wife of Crew Supervisor H. C. Ruetty of Columbus, died at home August 18, after an illness of several months. Mr. Ruetty and daughters, Betty and Arlene, have our deepest sympathy.**

Assistant Superintendent A. J. Fick, vacationing in Missoula, Montana, writes of a very enjoyable trip, which included a visit to his brother, Captain L. P. Fick, State National Guard Commander of Montana.**

Waiter-in-Charge W. W. Brown, 802 Cassatt Street, Pittsburgh, Pa., retired from active duty August 1, with 30 years service to his credit.**

P. D. White of 185 North 17th St., Columbus, retired June 12 after 33 years service as a Waiter.**

After an absence of 12 years, during which time he worked out of Sunnyside, Buffet Lounge Attendant W. L. Hart is again back in service here, and is now running between St. Louis and New York in charge of the recreation car on the Penn-Texas.**

Joe Hicks, Jr., son of St. Louis Waiter Joe Hicks, is serving in Korea with the 24th Infantry Division.**

Do you blow your top? Almost all accident-prone people have this characteristic. Doing things in a fit of anger is almost certain to result in an accident.

A \$25 SAVINGS BOND YOURS FOR A NAME

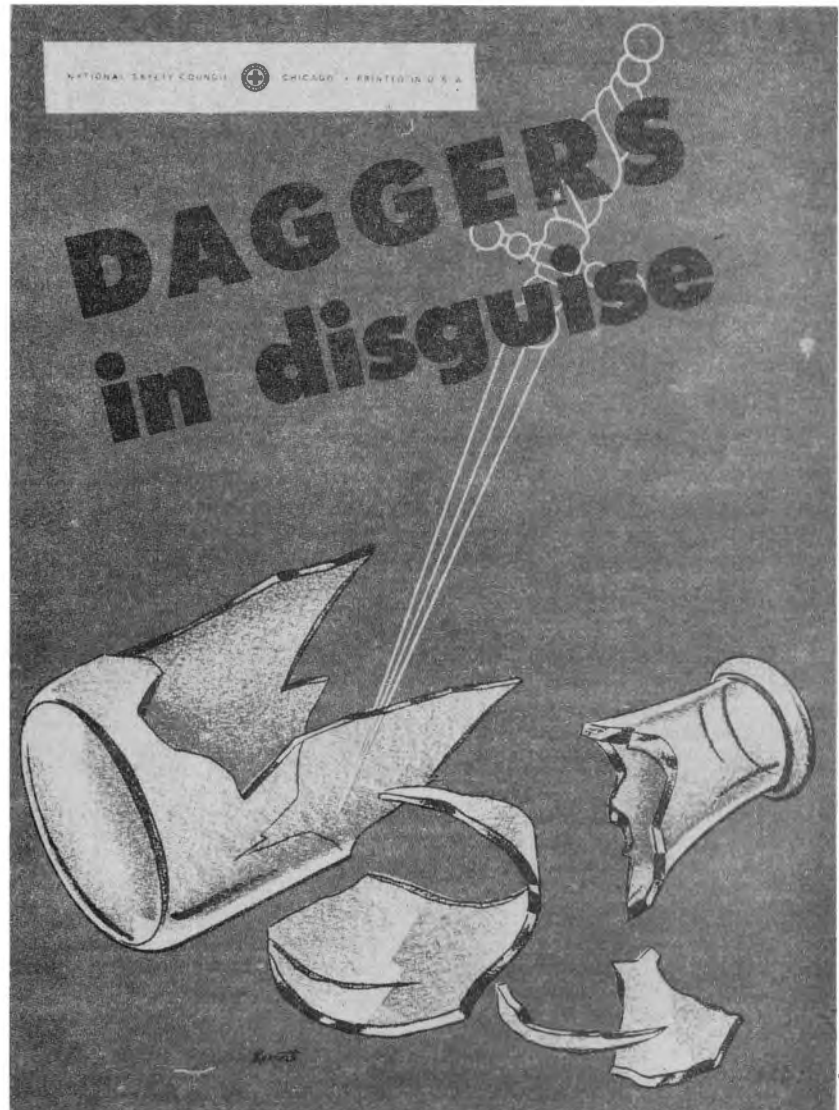
Are you good at thinking up names? We need one. "Dining Car News," you see, is a temporary, stopgap name.

A prize of one \$25.00 U.S. Savings Bond waits for the employe who finds an appropriate name for this paper.

Any name may win - formal, humorous, or descriptive. Of course, the name you select should be closely identified with the dining car service and its employes.

The many aspects of the department, its activities, aims and purposes will bring scores of ideas to mind.

An entry blank is printed on this page, although its use is not necessary to win. List one name or several names and mail to "EDITOR, Dining Car Service, Pennsylvania Railroad, Long Island City 1, N.Y." before October 15. As it will be impossible to consider entries mailed after October 15, keep this deadline in mind, and be sure yours is in before that date.



I THINK THE NEW PRR DINING CAR SERVICE MAGAZINE SHOULD BE CALLED:

In the event similar entries are submitted, the one first received shall be adjudged the winner. Decision of the judges shall be final.

NAME _____ HOME ADDRESS _____

DATE _____