



The Pennsylvania Railroad



Dining Car Digest

Vol. 1

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1951

TO THE PEOPLE OF THE DINING CAR DEPARTMENT:

I am glad to have the opportunity to convey through DINING CAR DIGEST, my best wishes to you and your families for a happy, successful New Year. Traditionally, many of you are hosts for the railroad with a unique opportunity to demonstrate cordiality and to serve our patrons in a manner that makes lasting friendships.

While none of us can predict with certainty what 1951 will bring, you can be sure that your work and the way it is performed will be of as great if not greater importance than ever in the past. I am confident we can depend on you to do your part.

President



PENNSYLVANIA RAILROAD

Dining Car Digest

A monthly publication of, for and by employees of the Dining Car Department, The Pennsylvania Railroad. Published at Sunnyside Yard, Long Island City, New York.

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The editors are happy, indeed, to bring you a New Year message from our President, Mr. Walter S. Franklin, on the front cover of this first issue of DINING CAR DIGEST in 1951.

As you know, this corner usually is taken up with an editorial. We feel, however, that for this month Mr. Franklin in effect has written an editorial for us. The counsel which he has given us may well serve as a guidepost during this year and for many years to come.

To Mr. Franklin we express the warm thanks of the men and women of the Dining Car Department for his generous and helpful message.



WHEN YOU SEE
AN UNSAFE CONDITION
—REPORT IT!

NATIONAL SAFETY COUNCIL

For the Record

by HOMES BANNARD

There are many problems in dining car operation -- one of them is preventing personal injuries.

During the year 1950, too many of us in this department were injured. Fortunately most of these injuries were not serious and caused no loss in time. In other cases this was not true and some of you did lose time.

No one, of course, wants to be hurt nor do we like to see others hurt. When an injury is sustained, sorrow and loss always follow. It means an interruption in the productive effort of the individual and his contribution toward the job to be done.

For these reasons, a greater effort must be made by all of us to reduce injuries in the Dining Car Department, which currently are at a higher rate than in other departments. We have made an analysis of this problem which was followed by the appointment of former Steward J. B. Garton as Supervisor of Safety, as announced in the December DINING CAR DIGEST.

There are two basic causes for injury: One is mechanical failure; the other, just plain carelessness.

Mr. Garton is studying the causes of accidents and is cooperating with you to overcome these two basic hazards. He is working in your interest and I know he will have your full cooperation.

Dining cars are being modernized. The design includes safety aids and greater ease of operation. The elimination of carelessness, however, rests with you. Be constantly alert and obey your safety rules. I wish you a happy and Safe New Year.

The American Railroads represent an investment of approximately \$125,000 for each mile of road.

JOINS DEPARTMENT



R. E. LUKENS

**EX-PASSENGER MAN
APPOINTED JAN. 1 TO
MERCHANTISING POST**

Richard E. Lukens, formerly Passenger Representative in the office of the Division Passenger Agent, New York, was appointed January 1 to the position of Merchandising Supervisor, Dining Car Department.

Mr. Lukens joined the Passenger Department at Philadelphia in 1937 and was later stationed at Harrisburg and Pittsburgh. He represented the Pennsylvania Railroad at the Golden Gate Exposition at San Francisco in 1940 and also at the Chicago Railroad Fair in 1948.

As an experienced salesman of railway passenger service Mr. Lukens brings to the Dining Car Department a passenger traffic point of view in the promotion of food and beverage service that will most appeal to the traveling public.

He makes his home in Levittown, Long Island, with Mrs. Lukens and two children, Joyce, 9, and Linda, three months old.

EAGER BEAVERS TOP LEAGUE AND FACE THE BIRDIE



BEAVERS TAKE TITLE—The Sunnyside bowling Oscar for 1950 was won by, from the left, John J. Thompson, clerk; W. L. Millar, Jr., personnel manager; T. A. Gallagher, account clerk, and Florence (Florrie) Stahler, secretary to Superintendent R. G. Robinson, who scored 55 points in the final standings to 37 points for the OWLS, 35 for the WOODPECKERS, and 24 for the SQUIRRELS. Tom Gallagher, with an average of 154, was top man on the team and in the league.

Seasonal Dishes Have Wide Appeal

Our patrons have been pleased in recent weeks to find on dining car menus a new and delectable variety of seasonal dishes.

A favorite is Fresh Cranberry and Orange Relish. Whole orange is ground with fresh Cranberries and seasoned with sugar to make a

tasty relish when served as a side dish with roast poultry. As a filling with baked apple it makes an appetizing dessert.

Subtle harmony in color and flavor are added to the winter table with Hot Buttered Tomato Juice. A small dot of butter is added to a glass of heated juice to melt and form a yellow collar, making an eye-appealing first course.

From the apple growing country of New York comes another beverage specialty

-- Hot Cinnamoned Cider -- now featured on most dining car menus. Hot cider is spiced with a pinch of cinnamon over top to make a tangy cocktail.

Shrimp takes interesting forms on Blue Ribbon trains when presented as Shrimp in Dill and French Fried Shrimp with Hot Cocktail sauce. Easy to prepare, the proud hostess may use either as a main dish.

Here are the recipes.
(Cont'd on Page 5)

YOUR SUGGESTIONS MAY BE WORTH \$\$\$

We all have ideas - good ideas - but no matter how good an idea is, it is useless unless something is done about it. Every employee has the opportunity to suggest new ways to do things better. The Pennsylvania Railroad's suggestion plan is a recognized system, found in most industries, for the promotion of new ideas.

Cash awards make it worth your while to jot down your ideas for improving our service. A minimum award of \$5 will be paid for every suggestion accepted, with higher awards determined according to the value of the ideas and their importance.

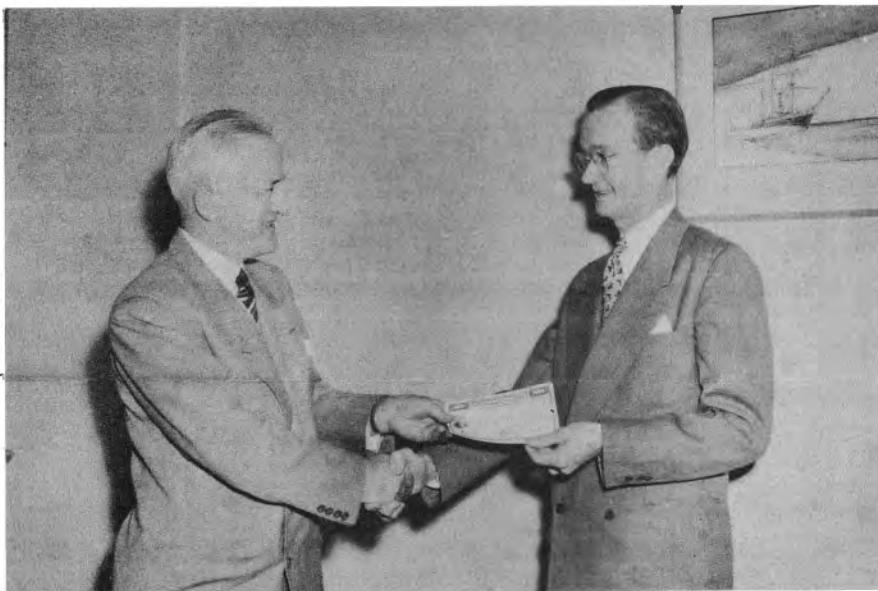
The identity of suggestors submitting ideas is required for the confidential information of the Suggestion Plan staff only. Each suggestion will be given prompt consideration. Suggestions found not to be acceptable will be acknowledged and an explanation will be mailed to the suggestor's home.

Just what is an acceptable suggestion? It's an idea that will simplify operations, forms and methods; that will eliminate waste, reduce accident hazards and non-essential routines. It may be an idea to improve service to customers, or establish a practice that is better, safer, or more efficient.

Send all suggestions in the form of a letter by Railroad Service Mail or U. S. Mail to EMPLOYEES SUGGESTION PLAN, Pennsylvania Railroad, Room 1642, Broad Street Station Bldg., Philadelphia, Pa., giving your name, occupation, place of employment, together with your home address so that letters concerning your suggestion may be sent by U. S. Mail to your residence. All infor-

(Cont'd on Page 8)

RED ARROW STEWARD TAKES HONORS



NEW YORK STEWARD Edward J. Locklin, former restaurant operator and a steward with the Pennsylvania since 1942, is a "man with ideas" according to one of his patrons. Steward Locklin, right, receives a \$25 U. S. Savings Bond and a hearty handshake from Superintendent R. G. Robinson as Steward of the Month for December.

December Prize Won By Steward Locklin

The lowest food cost and highest revenue in his line boosted the rating of New York Steward Edward J. Locklin, winning for him "Steward of the Month" honors for December. Missing first place by a scant few points were Stewards F. A. Jubitz and J. T. Hartigan.

Mr. Locklin was a veteran restaurant operator before he made his first trip on a Pennsylvania diner in 1942. With the Foltis Res-

taurant Chain for 13 years, he spent most of this time as manager of the big Lexington Avenue shop.

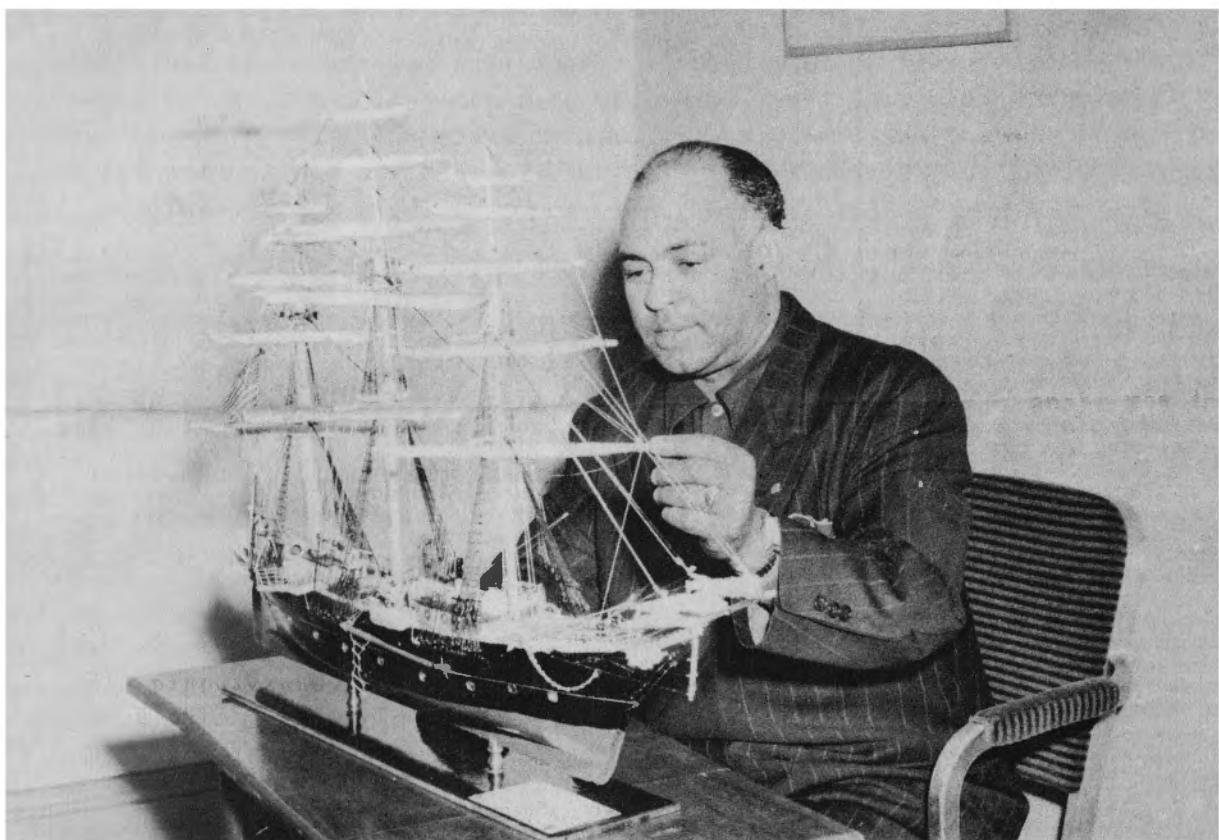
His proficiency as a dining car host was summed up by one Red Arrow passenger who wrote not long ago, "He appears to be a man who would be a credit to any organization, a man with ideas, and a man who is constantly thinking of how he can improve his service to his patrons."

The proud father of four children, Mr. Locklin finds his knowledge of group feeding a valued asset at his home in Woodside, Long Island.

Correction

Pardon us, our slip is showing. In the December DINING CAR DIGEST we announced that William 'Duke' Jennings was the winner of the Steward of the Month award. That was right. We also said he was the winner for the month of October. That was wrong. We should have said November. So now the record is straight again.

SHIP MODEL RECALLS DAYS ON BRINY DEEP



OSMOND (OZZIE) McFARLANE, popular waiter on the Red Arrow and Pennsylvania Limited, proudly displays a model of the Barque *LUCRETIA*. Forty years ago, Mr. McFarlane relates, he served as a cabin boy on ships like this one and like most sailors, learned to love the sea. Working in his spare time, he completed the model, valued at \$500, in two years.

NEW DISHES (Cont'd)

Perhaps you'll want to try them at home.

FRESH SHRIMP IN DILL

(recipe for four portions.)

1 lb. medium size shrimp

4 oz. flour

2 oz. butter

1/3 pt. milk

1/3 pt. cream

Strained juice of one lemon

2 tps. finely chopped dill

2 tps. Sherry or White Wine

Seasoning with salt and white pepper, to taste.

Cooking, shelling and cleaning of shrimp.

Wash shrimp in cold water and then put them in saucepan with just enough

cold water to cover. Add half a teaspoonful of paprika as well as equal quantity of salt and three slices of lemon. Bring to a boil and cook for ten to fifteen minutes; remove from fire and allow shrimp to cool in water in which they were cooked. When cool, remove shells as well as intestinal vein.

Preparation of Sauce and Service

Place butter in saucepan over low fire; allow to melt and add flour, mixing well. Cook for at least ten minutes stirring constantly; add milk and cream and cook another fifteen minutes until sauce is thick and no lumps appear; strain if necessary. Add lemon juice, seasoning of salt and pepper and then the chopped dill. Now add the shrimp, bring to a boil and cook slowly for about five minutes. Last of all, add the wine and one-ounce piece

of well chilled butter. Mix well and serve in small heated casserole which should be covered before sending to the table. Serve with finger strips of freshly made warm toast.

FRENCH FRIED SHRIMP WITH HOT COCKTAIL SAUCE

Use 6 to 8 large sized shrimp for each serving. Serve portion of Hot Cocktail Sauce (your preferred brand) in separate small fruit dish or cocktail glass. Sauce should be heated in a sauce pan and served piping hot.

To Fry Shrimp peel, clean and devein, split and season with salt and pepper, then pass in flour, egg wash and bread crumbs. Fry in deep fat until of golden brown color and well done. Serve very hot.

BRICKBATS and BOUQUETS

Public relations is a subject about which we hear a lot these days. Like most companies, the railroad is giving much thought to its public relations in an earnest effort to make every passenger a friend and booster of the Pennsylvania. The importance of our activities as we work toward this goal is well demonstrated by the following letter:

"...the real reason I enjoyed the trip so much was because of the friendliness of one of your outstanding public relations representatives. His name was Mr. Garvey, Waiter No. 3. As I was finishing my dinner and having my dessert I asked this very friendly man a question or two about his work and about the Pennsylvania Railroad. He seemed delighted to open up and tell me about all the improvements that have been made during his eighteen years of service in dining car equipment, methods and all. He spoke enthusiastically of what the P. R. R. was attempting to do for the traveling public, and to sum it all up he just plain made you feel good with his interest and enthusiasm. I know you value Mr. Garvey...."

"May I commend and praise very highly Coach Attendant E. J. Truesdell (The Jeffersonian) on his cheerful, willing, courteous treatment of passengers. So seldom one sees a porter doing more than necessary....felt Mr. Truesdell did just that and for that service we passengers are most grateful. A smile does help so much."

"When I sat down in the diner, my old friend Ernie Robinson, Waiter No. 2, took over and it was like old home week. I hadn't seen him in a long time, but the only change noted was that we are older since our last meeting, but otherwise just as spry. He was most solicitous for my few wants and I'm sure some of the people dining thought I was an official of the road."

"This was the finest and most delightfully served meals we have experienced on the Pennsy. Our steward and waiter were the best we have ever had on the P. R. R. My wife and I, however, noticed that the entire corps was attentive, courteous and completely polite. They are a real credit to the Pennsy."

(St. Louis Steward Greenwood, Chef R. M. Tyson and Waiter S. Moore)

"I am writing you in appreciation of the superior service experienced in the diner of 'The Senator' last Thursday evening. My wife and I were greatly pleased... to enjoy the excellent and courteous service afforded by Mr. J. J. Leonard and his staff."

BUT THINGS LIKE THESE "UPSET" PUBLIC RELATIONS:

"...waiter upset a glass of milk the boy had ordered on the table. He made no effort to clean up the milk but walked away and allowed it to run off the table onto the clothing of both my wife and boy. My wife asked the steward for extra napkins to wipe off their clothing and was told that napkins were not for that purpose and that they could expect accidents on trains. It may be that such treatment is to be expected on Pennsylvania trains. If so, please advise so that future travel will be on other lines."

"...believe you would wish to know that the steward on that car was the most discourteous and even insulting that I have ever encountered on any railroad or in any restaurant. This treatment was not limited to me but was apparently general to all the passengers judging by remarks heard in the diner and later in other cars."

Box score for NOVEMBER

	New York	Chicago	St. Louis
Complaints	11	1	2
Commendations	15	5	7
BATTING AVERAGE	.588	.833	.777

NEW RANGE FUEL HAS MANY ADVANTAGES

For years railroad management has been searching for a good, practical means of firing dining car ranges. Smoke, dirt, and ashes have presented problems since coal was first used.

The nearest approach to the ideal fuel for our purposes is being introduced on PRR dining cars this month in the form of Pres-to-logs, a comparatively recent development that eliminates most of the disadvantages of coal and is superior in many ways.

The story behind the manufacture of Pres-to-logs



Die wheel in which sawdust is screw-compressed into Pres-to-Logs. The logs appear as circles in the outer rim of the wheel.

is an example of industry's effort to produce useful materials of waste by-products. Sawdust from mills, with moisture content reduced to less than 8 percent, is ground into a uniform powder. The powder is compressed into four-inch

(Cont'd on Page 8)

DINING CAR PERSONALS

CHICAGO

by Anne O'Hara

The generous sum of \$119.00, contributed by Dining Car, Yard employees and friends, was presented to former Waiter Drew Horn by Chefs Elmer Bently and M.O. Joseph. Waiter Horn spent a year in Arizona in an effort to regain his health. He returned to work for just a short time, when it was necessary for him to retire on disability due to an acute asthmatic condition.

Supervisor of Food & Service, W. D. Busby, is recovering nicely from a recent operation.**

Christmas Day in the Joliet home of his daughter was the setting of a small family reunion of Steward C. J. Rasmussen. Mr. Rasmussen's young son is going into military service this month.

Congratulations are in order for the D.M. Sheahan's, who became the proud parents of an 8 lb. 6 oz. son on December 27th. Danny is a Bar-checker in the Chicago Region.**

We want to welcome into the fold of Dining Car employees John Bradshaw and John Kozlar, newly employed Bar-checker and Steno-Clerk.

ST. LOUIS

by A. V. Angove

Society columns of St. Louis newspapers gave prominence to the wedding of Supervisor of Operations Clarence J. Prouty to Mrs. Betty Shaw Beals at the home of the bride's parents December 10.**

Crew Supervisor H. C. Reutty, Columbus, suffered a heart attack at his home December 6, and is now recovering nicely.**

Cook C. L. Johnson died December 1, after an illness of several months.**

NEW YORK

by J. C. Emery

His fine oil painting of the Nativity, displayed in the Sunnyside Commissary over the holiday season, brought many words of praise for Laborer L. A. Hepplewith.**

More than 150 guests attended the wedding reception of General Office Clerk R. Potneck and his bride, Jeanette Dubaniewicz, at the Polish National Hall, Jamaica, January 6.**

Our sympathy to Pantryman J.D. Wilson whose father died in Harrisburg December 29. The elder Mr. Wilson had more than forty years of service with the Freight Department.**

A victim of a holdup assault December 28, Chef F.M. Rafra is still on the critical list at Harlem Hospital.**

Marilyn Ward, daughter of William Ward, Jr., Clerk in the Penn Station Coach Lunch Room, passed her entrance exams to Brooklyn College where she will work for her B.S. degree in nursing.**

Pantryman Clarence Slater died at Presbyterian Hospital December 16 after several months illness. Mr. Slater was 47.**

Pantryman James Gordon is confined to St. Joseph Hospital where he is scheduled to undergo a serious operation. Friends wishing to contribute to Mr. Gordon's recovery may do so by donating blood in his name at the American Red Cross, 70 W. 40th Street, N.Y.

Although the number of railway employees was approximately the same last year as in 1940, last year's railway payroll was more than double what it was in 1940.

PRES-TO-LOGS (Cont'd)

cylinders under pressure of 165,000 pounds to the square inch.

Months of experiments on our diners preceded the adoption of Pres-to-logs. Simple to ignite, one log will maintain intense heat for an hour and a half it was found, and as the logs are totally consumed, leaving no bed of hot coals ranges and kitchens cool quickly making for better working conditions. The absence of coal gas is a welcome advantage, also.

Many railroads are presently using Pres-to-logs as range fuel among them The New York Central, Norfolk & Western, Southern, Frisco, Missouri Pacific, Santa Fe, Chicago & North Western and others.

TAKE TIME
ENOUGH
to do the Job SAFELY!

SUGGESTIONS (Cont'd)

mation will be held confidential for the Suggestion Plan staff.

Explain just what your idea is, how it will work, and what you believe it will accomplish; also state, if you know, whether the plan is being used anywhere.

Be sure to send suggestions under your own name only; those submitted jointly by two or more employees cannot be considered.

PENNSYLVANIA HOST TO 700 ON CAPITOL TOUR



MORE THAN 700 residents of Indianapolis and vicinity traveled recently from that city to Washington, D.C., in two "March of Time" special trains in celebration of the 100th Anniversary of the Indianapolis Eastern Star Lodge. Otto Cox, Past Grand Master, wrote a pageant entitled "March of Time" which was presented at Washington. Dining car service was under the direction of Supervisors T. C. Harby and D. S. Greer; Stewards C. J. Greenwood, D. S. Norman, E. C. Wirtell and J. H. Brewster. Passengers pictured above in a merrymaking mood are, from the left, Mrs. Mary Ann Leas, Harold Cook, Don Cook and Mr. Cox. Many commendations on the excellence of food and service during the special move have been received by officials.

THE PENNSYLVANIA RAILROAD

DINING CAR DEPARTMENT

LONG ISLAND CITY 1, NY

RETURN POSTAGE GUARANTEED

Sec. 34.00, P.L. & R.

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