

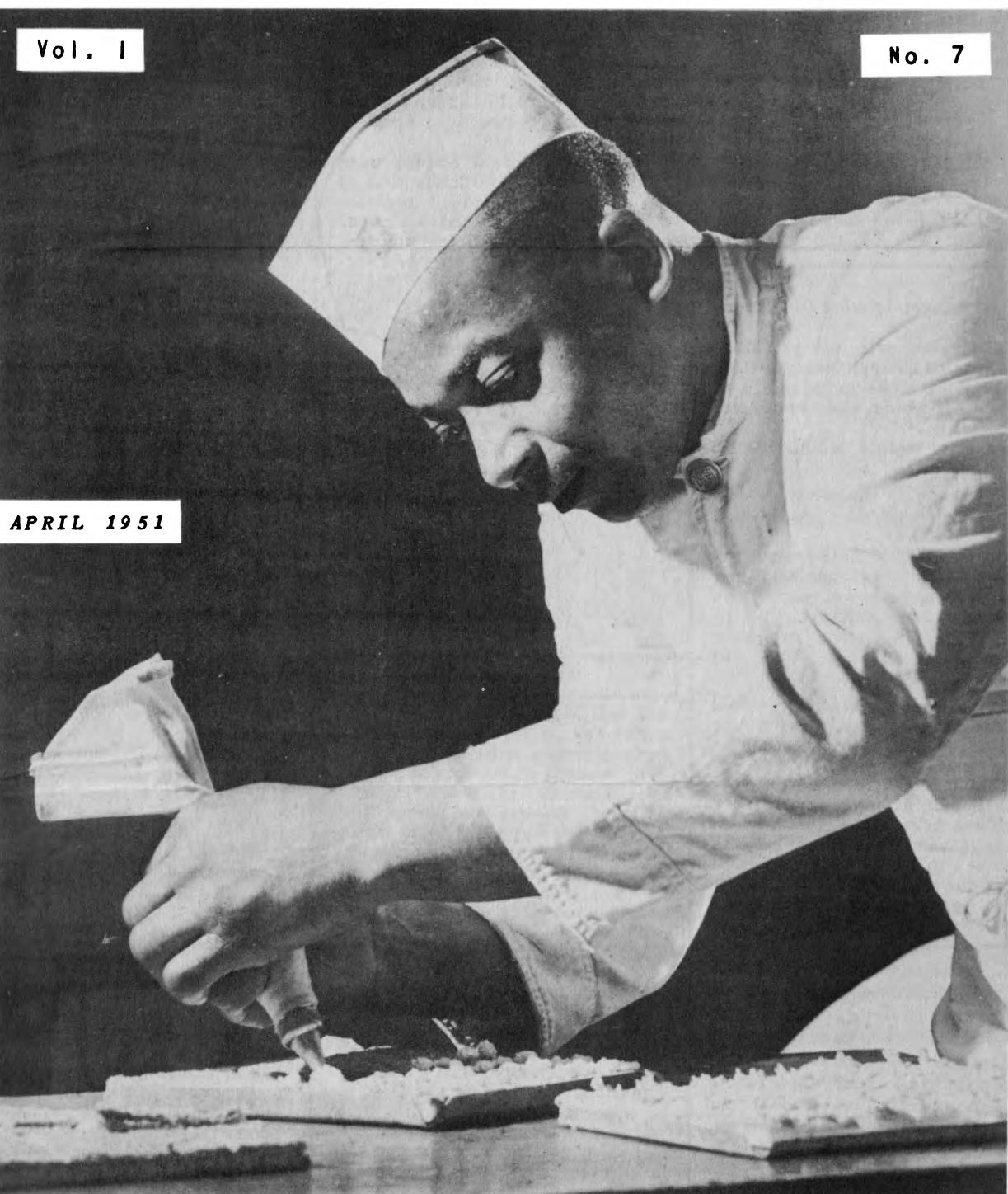


The Pennsylvania Railroad

Dining Car Digest

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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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Photography

B.M. BOLLS TO RETIRE; ENDS 31 YEAR CAREER

B.M. Bolls, General Supervisor of Service, will retire May 1. He has been with this department continuously since June 21, 1920.

Born February 19, 1884, in Barcelona, Spain, B.M. (for Bruno Melchior) Bolls said the other day that although he was a Spaniard for many years he doesn't know more than two words of Spanish today.

His parents, both Swiss, were in Spain temporarily at the time of his birth but failed to register that event with the Swiss Consul and returned to Switzerland two months later. Bruno attended nor-



MR. BOLLS

mal and high schools there and, at the age of 16, began his hotel apprenticeship at Neuchatel.

He worked in a number of hotels and restaurants in France, England, Germany, Austria and spent five years at the Hotel d'Albe in Paris where he became acquainted with the Prince and Princess Orloff Davidoff of Russia. Later Mr. Bolls became personal courier to the princess.

He came to the United States in 1912 and went to California. After two years he moved to New York where he was employed in the Ritz Carlton and McAlpin hotels.

In 1920, Mr. Bolls entered the dining car service as a Traveling Chef, and was one of the first to be appointed to what at that time was a new position. He was promoted to Instructor in 1927, and held that title until he became

(Cont'd on Page 8)

BOND, CASH OFFERED FOR COURTESY SLOGAN

A crisp new \$25 U.S. Defense Bond can easily be yours in exchange for a few moment's thought. Or you may win a \$10 bill — or a five spot.

How? Your department needs a slogan — a friendly slogan to be posted in kitchens, pantries, commissaries and agencies that will constantly remind us of the tremendous importance of courtesy, friendliness and hospitality in our service to our patrons and in all our contacts with the public.

Why, you may ask, do we need such a slogan? Take the month of February, for example. Seventy-two percent of the letters our patrons wrote about our work were commendatory, while only 28 percent criticized us.

But of those who criticized us, 62 percent complained about lack of courtesy in our dining cars.

Courtesy reminders should help us to improve this situation. Any employee of the department or any member of an employee's family may submit one or more ideas. Slogans should be brief and to the point. Examples:

"There is no ceiling on friendliness."

"Friendly service builds lasting friendships."

"Courtesy costs nothing but pays big dividends."

So . . . get out your pencil and paper, put on your thinking cap and send in your ideas. The contest will close Wednesday, May 23, and winners will be announced in the June DINING CAR DIGEST. But don't wait until the last minute. Get to work on it now.

Mail your suggestions to:

COURTESY CONTEST
P.R.R. Dining Car Dept.
Long Island City 1, N.Y.

The first prize will be a \$25 bond. Second prize will be \$10 cash and the third best slogan will win a \$5 reward. Remember, you have just as much chance to win as the next fellow — but don't forget to put your name, occupation and home address on every entry. Send in as many as you wish.

All entries become the property of the department and none can be returned. Decision of the judges, of course, will be final.

ARTISTRY OF INSTRUCTING CHEF WINS CITATION AT CHICAGO SHOW



Hans Novak, Instructing Chef at the Chicago commissary, proudly exhibited some of the finest examples of culinary artistry displayed at the recent 45th Annual dinner and exhibit of the International Cooks Association of Chicago at the Stevens Hotel.

Using as his theme the "Liberty Limited," popular Chicago-Wash-

ington train, Mr. Novak displayed gelatine coated hams bearing clever illustrations of the streamliner, an early log burning locomotive, and buildings in the nation's capitol. Delicious layer cakes featured the Liberty Bell and other patterns identified with the railroad.

The executive chef of the Stevens hotel described the meal as

one of the most sumptuous ever served in Chicago. The display of \$5,000 worth of food delicacies on a 200-foot table in the Normandie lounge of the hotel enchanted the 600 guests.

Of the fantastic array of 395 food exhibits Mr. Novak's display was one of three that received honorable mention.

For the Record

by Homes Bannard

I suppose at one time or another all dining car crews have the opportunity of serving school children enroute to Washington on a Spring tour. Mostly these parties are small groups using regular dining car service. Invariably they are an active, enthusiastic bunch of boys and girls off on a lark. While usually well behaved, they have the exuberance of youth and might be noisy, mischievous and thoughtless.

However, one thing they have in

common is that they are very impressionable. They will remember the service which they receive at lunch or dinner on our trains. Like the young men in the armed services, who are moving in volume today, these high school folks may very well be governed in the way they travel in future years by their reaction to our service on the trip to Washington today.

Let us receive these youngsters with smiling hospitality, serve them well cooked food and plenty of it, with a kind friendliness and good service they won't forget. Let us be a bit tolerant and good humored with their pranks and thoughtlessness . . . for they are our customers of tomorrow.

In another forward step aimed at providing the best in dining car service for travelers on the Pennsylvania, "Broadway" type service was inaugurated on the Red Arrow, popular New York-Detroit leader in the Blue Ribbon fleet, on April 2.

Patrons on the Red Arrow now are enjoying such niceties in dining car service as complimentary canapes and relishes; hot breads from the carrier; after-dinner mints; fresh flowers on tables; new and special menu items and a wider choice of foods. A view of downtown Detroit with the Detroit River in the background is featured on the smart new menus.

CHICAGO DISTRICT OLDTIMERS RECEIVE 25-YEAR SERVICE EMBLEMS



ASSISTANT SUPERINTENDENT J. P. FEHR presents 25-year award to Chef Cody Crawford as two other 25-year Chicago District employes, Chef R. J. Johnson and Waiter Louis Hawkins, look on. (Photo by Bruce Nett)

C.F. SCHMIDT, STEWARD ON BROADWAY, RETIRES

Charles F. Schmidt, Broadway Limited steward for 31 years and one of the most widely known dining car stewards in the United States, retired from active service to the pension roll on April 1.

Charley or "Schmitty," as he is known to business, industrial and civic leaders, estimates that he has travelled five million miles and that more than a million patrons have been served in the dining cars in which he has been the railroad's host.

Mr. Schmidt was born in St. Louis,

Missouri on September 5, 1888. He started his railroad career with the Wabash R.R. as a dining car steward but after five years he "decided to quit railroading." He changed his mind, however, when he was offered a position with the Pennsylvania on April 9th, 1920 and very soon Mr. Schmidt became one of our most popular stewards.

Mr. and Mrs. Schmidt live at 1005 Woodlawn Ave., Des Plaines, Illinois.

DON'T FORGET - send in
your courtesy slogan.

a smart guy
GETS HELP!



HONOR STEWARD REPEATS



To WILLIAM (DUKE) JENNINGS, Steward on the Red Arrow, goes the honor of being the first Steward of the Month to earn the distinction more than once. Named top steward for November, "Duke" again scored highest in performance in March and was awarded a \$25 U.S. Defense Bond by Manager Homes Bannard.

DEATH TAKES PARENTS OF SUPT. ROBINSON

The sympathy of the men and women of the Department goes out to Superintendent R.G. Robinson, who in the space of little more than a week, suffered the loss of both his beloved parents.

The senior Robinsons, well advanced in years, made their home in Newark, N.J. Both contracted pneumonia, were admitted to a hospital together and passed away within a few days of each other.

Our Cover Picture

Mack T. Dean, cook in the Chicago Commissary is caught by the camera of Bruce Nett in the act of decorating hors d'oeuvres for the Eastbound run of the Broadway Limited.

Cook Dean, a native of Memphis, Tenn., has been with the Dining Car Department since July, 1927.

Profiles

C.A. Delaney Makes Folks Feel At Home

"I had planned to hire out as a waiter on the Pennsylvania, make one paycheck -- then quit."

That was 34 years ago. Charles Albert Delaney has been getting paychecks regularly on the Pennsylvania ever since. He was on leave of absence from his job as waiter on the Northern Pacific Railroad at the time, and needed a few dollars to tide him over. They simply were not hiring at the old Columbus Commissary, but Waiter Delaney persisted, produced a letter of recommendation from his dining car superintendent, and was put to work.

"Daddy D.", as he is known, is now 66. As Waiter-in-charge on the "Steeler" between Pittsburgh and Cleveland he renders his own distinctive style of service with speed and agility that would do credit to a man half his age.

He is a trouble shooter — takes delight in getting to the guest whose expression reflects boredom or dissatisfaction.

"Usually it's a business man, bringing the worries of the day into the dining car with him," he explains. "He'll look at his meal in a way that says he has no appetite to enjoy food no matter how well it is prepared. I like to get to that man before he lifts a fork — try to sell him a refresher. Back go the chops to the kitchen to be kept warm until his mood changes. Generally the extra attention begins to show through, he'll brighten up and is soon ready to enjoy his dinner. It's an underhanded trick — making people forget their problems like that — but they can never feel better about it than I do."

He doesn't fool everyone with his subtle manner, however. A few weeks ago one discerning passenger wrote:

"I ride this train twice a week, and have been at it now for 2½ years so I am no longer a neophyte.

I suspect Charlie Delaney and the chef, Leonard Miller, have a lot to do with comfort and pleasure of these trips. Delaney is a master diplomat and it would do your heart good to see him operate on a bunch of tired business men and leave them smiling and temporarily at peace with the world."

Making folks feel at home is one thing; getting home atmosphere into the dining car is another, but Daddy D. aims at just that. Proof that he succeeds may be found in the fact that one regular rider in particular — a board chairman of a large steel firm — unfailingly visits the kitchen to chat with the cooks each time he travels.

At the age when most men think of retiring to a life of ease, Mr. Delaney looks forward to many years



MR. DELANEY & CHEF MILLER

of activity. Not one to sit back and mark time, he opened a new chapter in his life when, just a year ago, he married the nurse who saw him through a siege of sickness. Long life is his heritage; a grandparent who, incidentally, was the first colored school teacher in the State of Ohio, died at 112 years of age.

Mr. Delaney was made a waiter-in-charge in 1933, says no job ever gave him as much pleasure as his assignment on the "Steeler," what with the cheerful and convenient rebuilt car, expert chef and crew, and fine patrons, he has all the things that make a man's work his greatest joy.

BRICKBATS and BOUQUETS

FINE FILET - BETTER WAITER

" . . . had the best dinner of filet of sole that I have had on the Pennsylvania in ten years . . . also want to say how efficient the No. 3 waiter on Tr. 66 was - Joe Hicks - never saw a better waiter."

LOVE IN THE AIR

"I got the surprise of my life one day a few weeks ago when everybody in the dining car started making love to me . . . waiters were attentive, food well served, courtesy was in the air, friendliness and a desire to serve and serve the public well. I have since been on your trains going to New York and back and have found the pleasant changes evident everywhere. It makes life more pleasant for those of us who have to spend much of it on the trains." (Chicago Steward C. J. Hammil)

A SHIPPER IS IMPRESSED

" . . . particularly enjoyed the dinner and breakfast and the unusually good service of your J.B. Stewart. The service was excellent and food well prepared. We ship quite a bit of tonnage over your road . . . and certainly feel favorable to the Pennsylvania, and are well impressed with the good service given."

LOOKING AROUND

" . . . must take this opportunity of telling you of the courtesy and close attention given me by your Mr. George J. Campbell, Waiter-in-Charge. I probably would not have noted this attention so much if I had not been looking around and observing the same attentions being given to others in the diner. It certainly makes one feel more comfortable and, of course, the food definitely tastes better."

QUESTIONABLE CONCOCTION

" . . . ordered a club sandwich and coffee. When the sandwich arrived I found that it consisted of two - - not three - - toasted pieces of bread, one strip of bacon cut into two small pieces, approximately one or two ounces of cut-up chicken, and an infinitesimal garnishing of one slice of tomato and two leaves of lettuce. To charge \$1.50 for a questionable concoction of this kind is little short of outrageous which, I am sure, would anger you as much as it did me."

Box Score for February

	Chicago	St. Louis	New York
Complaints	1	2	10
Commendations	15	8	10
BATTING AVERAGE	.936	.800	.500

DINING CAR PERSONALS**NEW YORK**by *J. C. Emery*

Jordan M. Hicks, former waiter-in-charge, died after an operation at Harlem Hospital March 18. Mr. Hicks had been with the department since 1917.

1st Lieut. George J. Byrnes, former barchecker at Sunnyside, sends greetings from Fort Bliss, Texas.

Clerk Charles Prideaux joined the Armed Forces January 30, and is now stationed at Camp Carson, Colorado.

In celebration of their 25th wedding anniversary Waiter and Mrs. Richard Cable are touring the United States and Canada, traveling over eight different railroads and one airline. A visit to Grand Canyon will climax the month long trip.

Waiter Wilfred Rossi died suddenly February 26 at St. Vincent's Hospital. Mr. Rossi entered the service in 1922.

J.T. Biehler, retired steward, died at his home in New York March 15.

John McDowell retired in January after more than 32 years of service. He had been a chef since 1921.

Mrs. Dorothy Zarichny, mangle operator at Sunnyside Laundry, welcomed a baby girl, Carol Ann, at Boulevard Hospital February 25.

It happened on one of the more heavily travelled New York to Washington trains the other day. A Pullman porter — one of those venerable old fellows — asked the dining car steward if he might have any stale bits of bread on the car "for my birds." His odd request was overheard by a Supervisor of Service who was still trying to connect in his mind porters and birds when the old chap emerged from the kitchen end of the car with bread scraps in hand. Unwilling to interrupt the busy steward for an explanation, he followed man and bread through the train as it slowed up for Baltimore. The train had already stopped when the supervisor reached an open vestibule to find his

porter, much to the amusement of the passengers who had just alighted, scattering crumbs to scores of pigeons crowding at his feet. It seems that the birds instinctively time the arrival of this particular train and, even before it stops, flock to the same spot on the platform, but only on those trips when the old porter can be expected to step off his car with a handout.

CHICAGOby *Anne O'Hara*

It was in 1946 that R.C. Wynes, Cook, in the Chicago Commissary Kitchen, started to give serious attention to his Saxophone playing. He enrolled in the United States School of Music in this year and now holds a teaching certificate. A portion of Mr. Wynes' training was had under Erskine Tate, who is well known among instrument players and combos throughout the country. Recently Cook Wynes made application for an audition on Rubins Amateur T.V. Show, which has done much in furthering of theatrical careers. We are confident that Mr. Wynes will qualify for this show, and we are asking for your full-hearted cooperation at the time of his appearance.

"Wish you were here" greetings have been received from Steward H.S. Holt, who is vacationing in Miami, Fla. - Waiter Roy Smith from Hot Springs, Ark. - Retired Waiter John Shelton, Los Angeles, Calif.

Welcome back to Waiter E.C. Bell who returned to work Feb. 15 after a long illness.

We are also happy to report that Steward Joe Balma has been released from the hospital, and is recuperating at home after a kidney operation.

Deepest sympathy to Waiter John Shelton, whose brother died on Feb. 3rd; and to Cook Murray Thomas who lost his mother on Feb. 7th.

Congratulations and best wishes are in order for S.W. Bell, Cook, who married Miss Elizabeth Mitchell on Feb. 21st.

To those in the Chicago Region who so generously responded to the 1951 Women's Aid membership drive - THANK YOU!! To date, \$145.00 has been given to this fine organization by this district.

ST. LOUISby *A.V. Angove*

Waiter Harold K. Saunders and Miss Magdalene Cottrell of Midleton, Ohio, were married at Visitation Parish in St. Louis on February 25. Best wishes to the happy couple.

Cook Arthur Rector was married on January 27 to Mrs. Theresa Elsberry of Detroit.

Waiter Vernon A. Flakes recently visited Jackson, Tennessee, where five generations of the family gathered to pay respects to his father who was ill, and his grandmother, age 103. The elder Mr. Flakes, who had served 47 years as a fireman with the Illinois Central Railroad, died shortly after on March 7.

HARRISBURGby *T. B. Middlesworth*

Porter James (Stiffy) and Mrs. James Ridgeway became parents of a baby boy March 17 at Harrisburg Hospital.

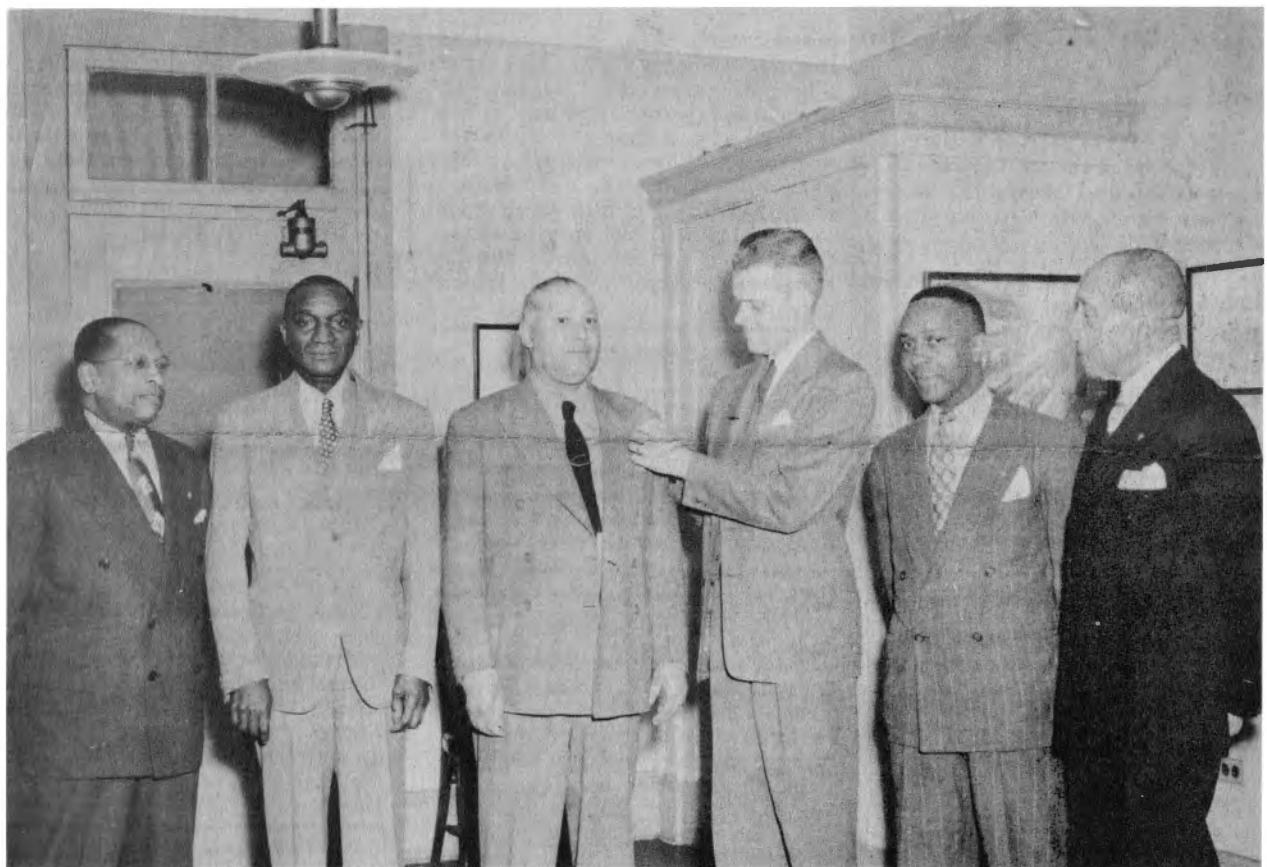
Steward and Mrs. Lester are enjoying their new home in Harrisburg. With warm weather just around the corner, Mr. Lester is planning on playing a good deal of Golf at Harrisburg Country Club.

Our sympathy to Waiter-in-Charge John Young whose wife is bedfast from a serious illness.

Coach Lunch Waiter Herman Cooksey is busy remodeling the new home he bought in Harrisburg.

Railroads purchase just about every conceivable type of commodity. Altogether, some 100,000 different items are on their shopping list.

FIVE SUNNYSIDE EMPLOYEES WIN SERVICE AWARDS



NEW YORK EMPLOYEES who started their railroad careers together receive 25-year service emblems from Personnel Manager W. L. Millar, Jr., in ceremony at Sunnyside Commissary. From the left: Godfrey Stewart, Lounge Attendant; Joseph Waring, Waiter; Fred Brewington, Waiter; Mr. Millar; Chef Bouldin Haskins, and V. C. Huyler, Waiter. Not shown are Waiters U. S. Reid and C.S. Reid who also received awards.

BOLLS RETIREMENT (Cont'd)

General Supervisor of Service in 1943.

As a specialist in both the preparation and service of food Mr. Bolls has been intrusted with the special supervision accorded to the railroad's most prominent travelers. He accompanied Winston Churchill on his trips in this country and Canada during the period of the national emergency. His personal management of the dining car service was requested by this company's Board of Directors on their annual tour over the lines.

With his wife, Marie, Mr. Bolls.

lives at 18-A Sunnyside Ave., Hempstead, Long Island.

The future? Well, Mr. Bolls says he thinks the time has come for him to go to Florida and sit in the sun -- unless, as he remarked, the sun gets too hot in which case he'll move under the shade of the nearest palm tree.

SUITS - UNIFORMS - COATS

Pressed While You Wait

35¢

TROUSERS

20¢

SUNNYSIDE LAUNDRY

