



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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"Wake up" radio programs are a subject on which nearly everyone has strong convictions. Some folks find it much easier to shake off early morning mental cobwebs to the tune of cheerful music pouring from a loudspeaker. Others (and, by and large, we're among them) prefer silence in the morning -- the more silence the better.

Imagine our surprise, then, when we heard a Christmas carol one bright April morning recently on a popular pre-breakfast program! The strains of "Silent Night, Holy Night" filled the room as, outside the window, trees were bursting into bloom in the warm Spring air. What, we asked ourselves, can this be? Did a studio librarian get hold of the wrong record album? Christmas music in April, indeed!

The whole thing became crystal clear a moment later when the master of ceremonies explained that he plays one Christmas carol on each program, five days a week, fifty weeks each year.

"The Christmas spirit" he said "is a beautiful thing to see. For a few days each year, people forget to be suspicious of others; they forget to dislike others, they forget their worries, doubts and frustrations. It is a sort of annual miracle but, alas, it lasts for only a few days. Then the spirit of good fellowship goes back on the ash heap for another year."

"I think we ought to try to keep this spirit alive all year long -- and that's why I play a Christmas carol each morning on this program."

A sound philosophy? We think it is. We believe you'll think it is, too.

Deadline Nears for Courtesy Slogans In Contest; Bond, Cash Await Winner

Courtesy slogans are pouring into Sunnyside in the wake of the announcement in DINING CAR DIGEST for April of a courtesy contest which is open to all employees of the department and their families.

N. Y. CLERK, WIFE, FETED



More than 100 guests attended the Silver Wedding Anniversary of Commissary Clerk Allen Brown and his wife, Carrie, at the Bermuda Club on 146th Street. Allen had asked his friends not to bring presents. It didn't quite work, though, for Allen was counting silver dollars long after the guests had departed.



The deadline for entries is drawing near, however, as the contest will close on Wednesday, May 23. Winners of the first prize -- a \$25 U.S. Defense Bond -- and cash prizes of \$10 and \$5 will be announced in the June issue of your magazine.

Slogans should be brief. They should be written with the thought in mind that each of us needs to be reminded from time to time of the importance and value of friendly, smiling courtesy in all our contacts with patrons and fellow employees. Here are examples:

"Courtesy is the shortest road to friendship."

"COURTESY spells satisfied customers."

"A simple meal, served with true courtesy, becomes a feast."

Now it's your turn to write a slogan or two. You have as good a chance to win as your neighbor and the more entries you submit the better your chances become. But get to work NOW. Time is getting short.

Mail your suggestions to:

COURTESY CONTEST

P.R.R. Dining Car Department
Long Island City 1, N. Y.

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

Remember -- mail your entries before midnight, May 23!

The railroads placed more new locomotives in service in 1950 than in any other year in the last quarter century. New locomotives installed in service in 1950 totaled 2,396, of which 2,372 were diesel, 12 were steam, and 12 were electric. Locomotives installed in 1949 totaled 1,865, of which 1,808 were diesel and 57 were steam.

J. P. FEHR HONORED ON COMPLETION OF 40 YEARS SERVICE IN DEPARTMENT



Marking the completion of 40 years of service with the dining car department, Assistant Superintendent J.P. Fehr was presented the silver lapel emblem by Manager Homes Bannard in a ceremony at Chicago Commissary on April 18. Mr. Fehr was employed by the Pennsylvania in 1911 as a clerk in Columbus, Ohio. He served in the U.S. Army during War I, and upon his return was promoted to timekeeper in May, 1919. In April, 1920 Mr. Fehr was appointed to Chief Clerk at Columbus, and in 1928 was made Commissary Agent. On January 16, 1936, he was named Assistant Superintendent in charge of the Columbus Commissary, and was transferred to the Chicago District in 1942. Waiting to congratulate Mr. Fehr are Personnel Manager W.L. Millar, Jr., left, and Food Manager S.N. Phelps.

For the Record

by Homes Bannard

Somebody said, "Clothes make the man." Well, that is not entirely true. The individual's personality, the reflection of character in his countenance, his bearing and his attitude toward others all combine to create an estimate of him by others.

However, first appearances do make their impression and, too, often reflect the habits of the individual. If a man is neat and well groomed, a pleasing reaction is immediately created. And generally such an appearance indicates an intelligent, well-ordered mind. On the other hand, sloppiness of dress,

unkempt hair, dirty hands and fingernails may denote sloppy habits of mind and be indicative of how things are going to be handled by such an individual.

Who will our customers instinctively like and trust on first meeting? The answer is obvious. A neat, well-dressed steward or waiter has the advantage right off the bat. The customer has already been pleased by a first impression, and the rest of the job is made that much easier. There is another advantage. Just as a new suit of clothes causes an inner sense of well-being — you know people will like you in it — so will the knowledge that you always make a pleasing appearance bolster your own morale.

In a book entitled "Profits from

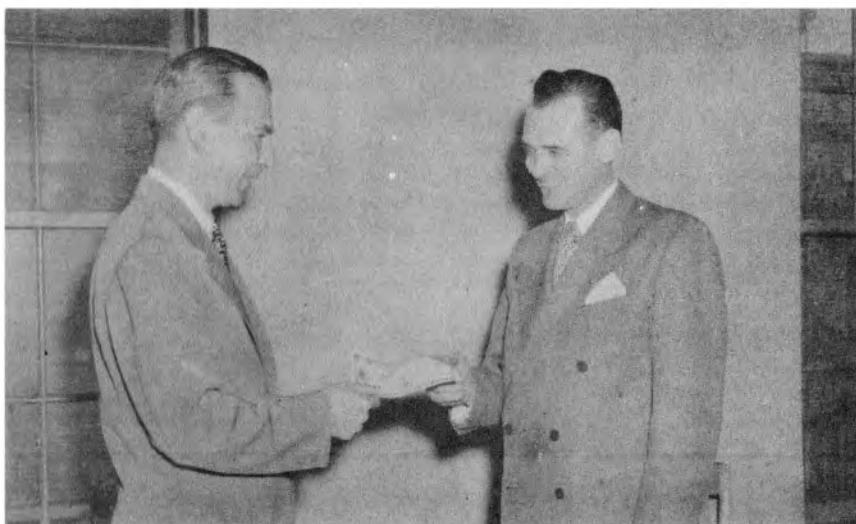
Courtesy" by Hopkins, there appears this good advice:

"Customers in restaurants more or less unconsciously watch the servers, especially while waiting for the food to come, and they are quick to notice personal untidiness and slovenly service. A man or woman who appears in a restaurant in any service capacity must pay special attention to personal appearance."

That is why every good restaurant insists upon their service employees being neat in dress, clean in person and pleasant of mind.

Let us therefore pay particular attention to our personal appearance. It helps so much and adds so much to our own sense of pride in the service we are performing.

CINCINNATI LIMITED STEWARD NAMED APRIL BEST



A JOB WELL DONE earns for Steward Elmer R. Dabbert a \$25 U. S. Savings Bond, prize in the "Steward of the Month" competition. Food Manager S.N. Phelps presents Mr. Dabbert with the award at Sunnyside Commissary.

NEW CREW QUARTERS OPEN AT CRESTLINE

Bright, airy rooms, comfortable beds and other modern facilities are now available at Crestline, Ohio, for members of dining car crews whose schedules call for a "swing" or overnight stay at this Division point.

The new lodging house contains six large sleeping rooms with dormitory accommodations for 25 men. Individual beds replace the double bunks used in the past. Improved washroom facilities, an attractive lobby and "sign-out" room give the new premises a hotel atmosphere.

Crews at Crestline formerly were housed in a building occupied by the railroad Y.M.C.A. and passenger station, which, for nearly a century, was a familiar landmark near the crossing of the Pennsylvania and Big Four tracks. Built at the time of the Civil War, it was known as the Continental Hotel. Its restaurant served meals to railroad travelers before dining cars were introduced. The building is now being razed.

PANHANDLE VETERANS RETIRE ON MAY 1ST

Herbert C. Ruetty, 53, Crew Supervisor at Columbus, Ohio, retired from service May 1 after more than thirty years with the Dining Car Department. He entered service May 7, 1920, as clerk at Columbus Commissary. In 1932 he became Storekeeper and served in that capacity until February, 1950, when he was appointed Crew Supervisor. A heart condition forced his retirement.

Mr. Ruetty makes his home at 745 Deshler Avenue, Columbus, with a daughter, Arlene.

Percy C. Billett, 54, stenographer at St. Louis, retired May 1 after thirty-two years of service. Mr. Billett entered service October 18, 1918, in the Division Superintendent's office at Columbus, and transferred to the Dining Car Department in 1932. When the Columbus Commissary was moved to St. Louis in 1948, Mr. Billett transferred to St. Louis as stenographer and held that position until poor health made his retirement necessary.

ELMER R. DABBERT WINS APRIL HONORS

A former restaurant operator who became a railroader because he likes to travel has been named Steward of the Month for April. He is Elmer R. Dabbert, steward on the Cincinnati Limited. Low food cost percentage and high bar sales brought him out over his two closest competitors, F.B. Ambler and J.H. McNally.

Mr. Dabbert entered the field of public feeding twenty years ago when he operated his own restaurant in California. He later worked in hotels in the middle west and Florida. His fondness for traveling brought him to the Pennsylvania in 1941. He served for three years with the U.S. Navy during War II, attaining the rank of Storekeeper.

He makes his home in Levittown, Long Island, with Mrs. Dabbert and two children, Edwin, 16, and Kerrie Marie, 5.

DINING CAR CHEFS

WIN WRITER'S PRAISE

It always is a pleasant and encouraging thing to hear words of praise. In the Washington, D.C., STAR for Sunday, April 22, 1951, there appeared an article in which the highly specialized skill of dining car chefs is accorded high praise. It is reprinted below in its entirety:

"Any woman who had to cook 48 four-course dinners in an hour in a space of about half the size of a little caboose probably would take the train to Reno.

And if she happened to be going 60 miles an hour, and had three other busy kitchen mechanics in there with her and 48 more people in the living room tapping their toes for a seat at the table, there's no telling what would happen,

Yet railroad dining car chefs do it day in and day out — and cook up

(Cont'd on Page 8)

Clocker Waiter Fills Leisure Hours with Music



There is no shortage of talent in the Calvin V. Nichols family. At right, Mrs. Nichols accompanies hubby at piano. Above, Mr. Nichols plays at Carnegie Hall; below, he directs a dance group.

"Making music together, sharing the pleasures of harmony in a friendly spirit of co-operation -- that, to me, is the finest way to find comfort and relaxation."

When he isn't serving passengers in the diner on the Philadelphia Clockers, Waiter Calvin V. Nichols follows this simple philosophy. As a talented musician, director, and arranger, he fills his leisure hours playing benefit performances at churches, directing a dance band made up of amateurs, and playing violin with a large symphony orchestra.

His interest in music dates back almost thirty years to the time when he had his own dance band. He turned to railroading in 1927. Five years ago he became one of the first members of the Music Lovers League of New York, an organization interested in forwarding the growth of music and musical opportunity in America. The League today has a membership of over 10,000, and takes pride in the many stars of the entertainment world who received help and encouragement through its inspiration.

As a concert violinist, Mr. Nichols has appeared at Carnegie Hall with the league's symphony orchestra under the direction of Arthur T. Crimmin. Another door to opportunity will open soon for Mr. Nichols when he auditions for the N.Y. Philharmonic Orchestra.



B R I C K B A T S a n d B O U Q U E T S

ALWAYS O.K.

"I am well aware of the varied tasks which a dining car steward is called upon to perform, the successful accomplishment of which adds to a well-rounded, smooth service which in turn contributes so much toward the well-being of our military personnel while en route. The fine work of Mr. Glosson is epitomized in the words of my Troop Movements Officer, who states: 'His dining car is always O.K.'"

IN THE AMERICAN TRADITION

"The food was excellent and the service under the direction of Steward C.J. Greenwood left little to be desired. During these days of stress and strain, it is good to know that in many places we still experience the fine American tradition of courtesy and friendliness."

WEARY TRAVELERS AND THE GENERAL

"... a week on the ship, several hard days in Seattle, two long days on a train to Chicago, and then we boarded your 'General' for New York City.

"The whole atmosphere aboard the 'General' made us feel better, but it was when we entered the dining car that we began to feel like special guests. Your Mr. C.L. Spellacy put us at ease, helped with the children, and came through with a special order to suit our taste.

"Our breakfast the next morning was even finer . . . not only the food, but especially the attitude and helpfulness of Mr. Spellacy. We in the service travel a great deal, and many times under high mental stress. Mr. Spellacy and the good job he did of taking care of us, has put the Pennsylvania Railroad at the top of our list."

SERVICE ON THE SIX O'CLOCK

"I was so impressed by the service received from one of your waiters on the six o'clock train from Washington that I obtained his name in order that I may write you a word of commendation. Not only was he polite, but intelligent and quick. His name is S.C. Pierrepont."

LIKE MOTHER USED TO MAKE

"I was extremely impressed by the service in the dining car on both trains, and the quality of food left nothing to be desired. The little extras that you serve are an added incentive to travel via Pennsylvania Railroad.

"I do not know where you secured your recipe for apple pie, but it certainly equals that 'that Mother used to make.' (Chicago Steward Kilfeather, St. Louis Steward George Workman)

DOUBLE ENTREE

"An item which came to my notice was that for one customer the waiter, not paying attention, mistook his order and prepared an egg and ham sandwich . . . the customer, of course, did not wish this because he had not ordered it. The sandwich was then placed on the back counter with considerable mumbling, until about twenty minutes later when a sailor came in and ordered the same kind of sandwich. The waiter turned around, took the sandwich off the back counter, heated the contents and served it to the sailor - - - for \$1.15. I believe the customer should not have had heated over food at this price."

Box Score for March

	Chicago	St. Louis	New York
Complaints	0	0	4
Commendations	10	4	11
BATTING AVERAGE	1.000	1.000	.733

Profiles

E.J. Shannon Blends Skill, Friendliness

A smiling, cheerful personality, robust health and friendly manner combined with a rare skill in cooking are the ingredients that make Edward J. Shannon one of the most popular chefs in the department.

While still a youth in Chester, S.C., where he was born in 1903, Chef Shannon decided on his life's work and took employment with a local bakery. Later he joined the



CHEF SHANNON

kitchen staff at the Baptist Hospital in Winston-Salem, N.C. A desire for broader experience in the food industry attracted him to the Pennsylvania Railroad in 1924. He received his early training under Chef Ernest Ray, now retired and regarded as one of the finest cooks ever to operate on a dining car. Mr. Shannon's appointment to chef in 1929, making

(Cont'd on Page 8)

DINING CAR PERSONALS

NEW YORK

by J. C. Emery

CHICAGO

by Anne O'Hara

It is with regret that we report the death April 16 of Mrs. Lilly Emanuel, wife of Steward F.A. Emanuel, at their home in Cliffwood Beach, N.J., after a long illness.

Clarence R. Harper, retired waiter, writes that he enjoys reading the Digest and seeing pictures of old friends. He says he is thrilled by the progress that has been made since the time he entered the Dining Car Service in 1904 "when we had wooden cars, and a Baker Heater at the end of the car, and gas lights." Some not-so-oldtimers may be surprised to learn that a "Baker Heater" once was something other than "Scuttlebut." If you don't get the connection, many of the old stoves were remarkable for their capacity to produce much smoke and little heat.

There's even more laundry at home for Grace and Carl Scarito, mangle operator and head washman at Sunnyside Laundry. A son, Peter, was born to the couple March 30 at Boulevard Hospital, Astoria, L.I.

Cook C.T. Richardson is confined to Bellevue Hospital with pneumonia, and would appreciate visits from his friends.

Clerk and Mrs. Lou De Sorte welcomed baby boy, John, April 10.

John McCormack, Jr., youngest son of Supervisor J.E. McCormack, receives his M.D. from New York Medical College June 6.

While returning home from work April 20, Waiter J.C. Smith was struck by an auto and injured seriously. Friends who wish to aid in his recovery may donate blood at the Morrisania Hospital where he is confined.

Cook George R. Jones died Saturday, April 24, of pneumonia. Mr. Jones had been with the department since 1942.

Mrs. Irene Davis, wife of Supervisor J.M. Davis is convalescing from a surgical operation at Boulevard Hospital.

The Chicago District employees have once again displayed their fine sense of charity by contributing the grand sum of \$287.20 to the American Red Cross.

Retired Waiter S.T. Rogers, 3749 Vincennes Avenue, is critically ill. We hope that Mr. Rogers will soon regain his health.

Osie Long, waiter and vice president of the Dining Car and Railroad Food Workers Union, has been extended an invitation by the French and British railway unions to attend a convention in Paris, France, for the purpose of observing dining car operations in Europe.

Steward C.J. Rasmussen again became a grandfather - - - this time a girl, Deborah, born March 28, weight 6-lbs. 8 oz.

Steward and Mrs. H.S. Holt celebrated their 33rd wedding anniversary April 21 at the home of their son, Bob.

Retired Steward Harry Browne writes from St. Petersburg, Florida, that he enjoys the DIGEST and looks forward to each issue.

ST. LOUIS

by A.V. Angove

Waiter Turlie Hart reports he received a letter from his son, Turlie, Jr., 19, who writes that he is in the Army Hospital in Japan convalescing from wounds received while serving in Korea. Another son, Hugh, 18, arrived in Japan three weeks ago.

C.C. Euans, retired clerk of Columbus, Ohio, paid us a visit on April 17. He was on the first leg of a trip to New Orleans. Mr. Euans retired in 1940 and had been employed at Columbus for 25 years.

**DON'T FORGET - send in
your courtesy slogan.**

CHEF HENDERSON COMPLETES 25 YEARS



BRONZE EMBLEM honoring 25 years of service in the department is received with a smile of pleasure by ST. LOUIS CHEF HENRY HENDERSON. Asst. Supt. A. J. Fick does the honors.

DINING CAR CHEFS (cont'd)

some wonderful dishes, too — with all the professional suavity of a European epicurean sampling a soufflé.

Almost in the twinkling of a skillet, dining car chefs can produce edibles ranging from a shimmering cup custard right on up to a super filet mignon fit for a 52-inch midriff.

As a rule, they stand ready to prepare a special diet from normal foods, and they will willingly cook to order a fish or bird that some vacationing sportsman might have bagged just before boarding the train. Or, they will filet or dress it and deep-freeze it for him until he wants it. A baby's formula is really kid stuff for these chefs.

The average dining car packs its food supplies away so compactly it would give a sardine agoraphobia (means fear of wide open spaces).

In its deep-freeze and refrigerated chill boxes, it is not unusual for a diner to carry 750 pounds of perishable foods.

There also is amazingly compact storage space for staples and condiments, and every good chef immediately puts back in its place what he is through using. His working space is so little that a bottle of ketchup out of place might give him claustrophobia (fear of close places).

Diners also carry 2,400 pieces of linen (even down to silence cloths), 800 pieces of china, 750 pieces of silver, 225 pieces of glassware and 200 cooking utensils."

The inherent economy of rail transportation is demonstrated by the fact that the railroads of the United States move a ton of freight one mile on the average with about two ounces of coal or about a teaspoonful of diesel oil.

PROFILES (cont'd)

him one of the youngest employees to hold this title.

Mr. Shannon's home is in Brooklyn where he lives with his two boys, Edward, Jr., 21, a sophomore at Brooklyn College, and Donald, 11. Mrs. Shannon died two years ago.

At home he finds time to work in his garden and makes a hobby of raising homing pigeons. He has sixty birds, and sometimes takes them as far away as Washington, D.C. to observe their homing instincts. Mr. Shannon says it is seldom indeed that a bird fails to return.

Mr. Shannon's favorite recipe is one he calls "Red Rice." This is how he makes it:

Heat 3 tablespoonsful of fat in a skillet; add 3 strips of bacon diced, 1 large chopped onion, and 1 green pepper diced; allow to sauté for 10 minutes; add 2 cups of uncooked rice, 1 cup of water, and 1 cup of tomato juice and stir gently with a fork; cover skillet and cook over hot flame for 15 minutes. Serve with green salad and hot rolls.

Before a crosstie is placed in railroad track it is usually seasoned for 12 to 18 months.

OUR COVER PICTURE

"If Spring came but once a century instead of once a year or burst forth with the sound of an earthquake and not in silence, what wonder and expectation there would be in all hearts to behold the miraculous change."

Henry W. Longfellow wrote these words many years before the cherry trees were planted around the tidal basin in Washington, D.C., the gift of the Japanese people to America. He might well have had in mind, however, just such a scene as was photographed during the recent cherry blossom festival by Al Hatos.

Courtesy Pays

\$25 \$10 \$5

MAIL YOUR SLOGAN TODAY!