



THE PENNSYLVANIA RAILROAD

# Dining Car Digest

VOL. 1

JUNE 1951

NO. 9



***Hugh O'Kane and Jim McCabe at  
Sunnyside Laundry. See pages 4 & 5***

## 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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Editor  
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As we have said before in this column, there is no short cut to good public relations for us in our dealings with the traveling public. Good food, courteous, friendly service - these are the backbone of the improvement we seek in the Dining Car Department. The importance of your contribution to that improvement is well pointed up in the following:

"Not only every railroad but every worker on every railroad has a share in the public relations of the industry. This is so because public opinion about railroads is the sum total of all the impressions which people get from all their contacts of every kind with railroads and railroaders. Hence, sound practice of public relations cannot rest with speeches and articles by a few people hired for that purpose; it must permeate the entire organization and be the daily habit of every member of the organization."

*-From an address by Loyd J. Kiernan, Manager of Special Studies, Association of American Railroads.*



## SOUTH AFRICAN DINING CAR OFFICER VISITS SUNNYSIDE



Commissary Clerk Robert Duncan shows samples of stock to, from the left, Austin G. Tofield; V. E. Woodward, and D. J. Fourie. Latter is catering inspector for South African Railways.

## WINNERS ARE ANGOVE, COONEY AND WILSON!

"COURTESY PAYS IN MANY WAYS" wins a \$25 U.S. Defense Bond, first prize in the DINING CAR DIGEST courtesy contest, for A.V. Angove, stenographer at the St. Louis commissary.

Faced with the mammoth task of selecting three prize-winning slogans from the large number submitted, the judges picked Mr. Angove's entry for its simplicity, aptness and force.

Commissary Clerk Charles J. Cooney of Sunnyside took second place with another five-word slogan, "IT'S NICE TO BE NICE." Mr. Cooney was awarded a \$10 cash prize.

"COURTESY NEVER ENDS - PAYS BIG DIVIDENDS" was selected as third prize winner by the judges. As a result, New York Chef Dorsey Wilson received a cash prize of \$5.

The winning slogans will appear soon in all kitchens, dormitories, crew quarters and commissaries as a constant reminder to each of us  
(Cont'd on page 8)

## SERVICE STANDARDS, CLEANLINESS, PRAISED

"The standards on Pennsylvania dining cars are the highest I have seen."

That is the opinion of D.J. Fourie of Johannesburg, South Africa, a catering inspector for South African Railways, who visited Sunnyside Commissary recently following a 30-day inspection trip over American and Canadian railroads during which he studied dining car operation.

The personable young official told Manager Homes Bannard that he was impressed most by the hospitality of our road crews.

"I noticed especially," Mr. Fourie said, "that many of your stewards and waiters go out of their way to learn about the likes and dislikes of the patron. Your service, too, is spotlessly clean - I saw only clean uniforms on the Pennsylvania."

Mr. Fourie said the dining car department of South African Railways operates 90 diners, a number of station restaurants and all sleeping cars used by the road.

The principal difference in menus,  
(Cont'd on page 8)

## HONORS AS FOSTER MOTHER AWARDED MRS. R. D. BERNARD



Press, radio and television, carried the story of Mrs. R.D. Bernard, wife of Waiter Reuben Bernard, who last month was named "Foster Mother of the Year" by New York Mayor Impellitteri's Commission on the Foster Care of Children. In the last 15 years Mrs. Bernard has cared for 24 children from the Catholic Home Bureau, an agency of New York Catholic Charities. Mr. and Mrs. Bernard were formally received and congratulated by His Eminence Francis Cardinal Spellman at his residence, where he presented Mrs. Bernard with an autographed copy of his novel "The Foundling." Several of her wards came to Mrs. Bernard as "difficult" children and, under her love and expert care, developed into well-adjusted members of society. Some years ago the Bernards sold their home and purchased another in order to provide a better neighborhood environment for the foster children. Above, Cardinal Spellman congratulates the Bernards.

*New York Daily News Photo*

## VON MINDEN IS NAMED GENERAL SUPERVISOR

Henry Von Minden, long a popular and efficient figure at the Sunnyside operations desk, was promoted May 1 to the post of General Supervisor of Service, succeeding B.M. Bolls, now retired.

Mr. Von Minden entered the dining car service in 1920 as a clerk, and

in 1937 was promoted to special car attendant and later to dining car agent at Philadelphia. Returning to New York as chief clerk in 1942, he subsequently became assistant commissary agent, assistant to superintendent, and supervisor of operations.

Succeeding Mr. Von Minden as supervisor of operations at Sunnyside is E.H. Fausnaugh, who held the same position at Chicago. Mr. Fausnaugh entered the service in

1925 as a clerk at Columbus, Ohio. He was transferred to Chicago in 1930, where he held the positions of accountant, commissary agent, and supervisor of operations.

J.B. Garton, former supervisor of safety, was promoted to the position vacated by Mr. Fausnaugh at Chicago.

**Courtesy Pays in Many Ways**

## Clean Linen for Dining Cars--to the Tune of 1,000,000

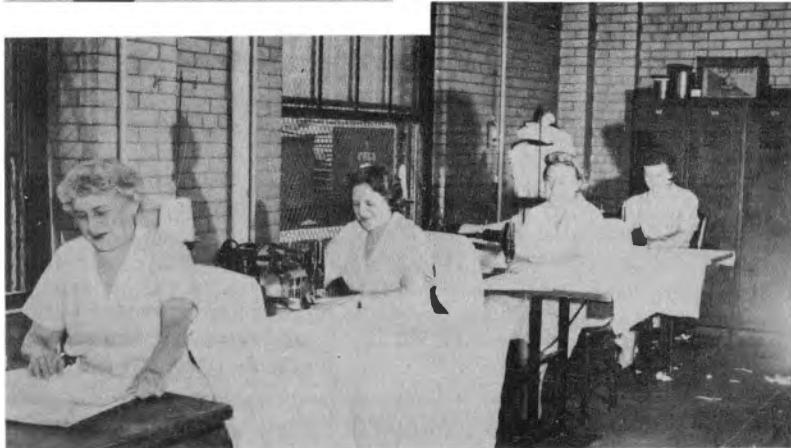
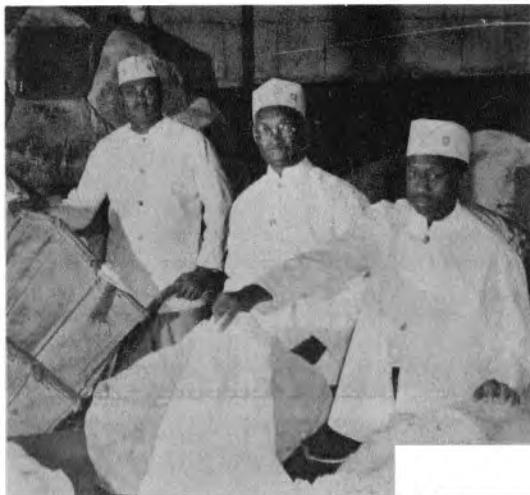
More than one million soiled tablecloths, napkins, jackets, towels, sheets and pillow cases! This is the size of the laundry bundle received each month at the Sunnyside Laundry from its best customer, the Dining Car Department.

The task of supplying fresh linen to diners, dormitory cars, crew quarters, and other services is a big business and one of intricate detail. Sunnyside Laundry is an efficient, swiftly-moving machine which coordinates its various departments into a smooth-working unit. The chemistry of soaps and starches, the temperatures of suds and rinses, the loading of washwheels, the bluing and souring processes, the timing of each operation - all are important to turning out finished work of high quality.

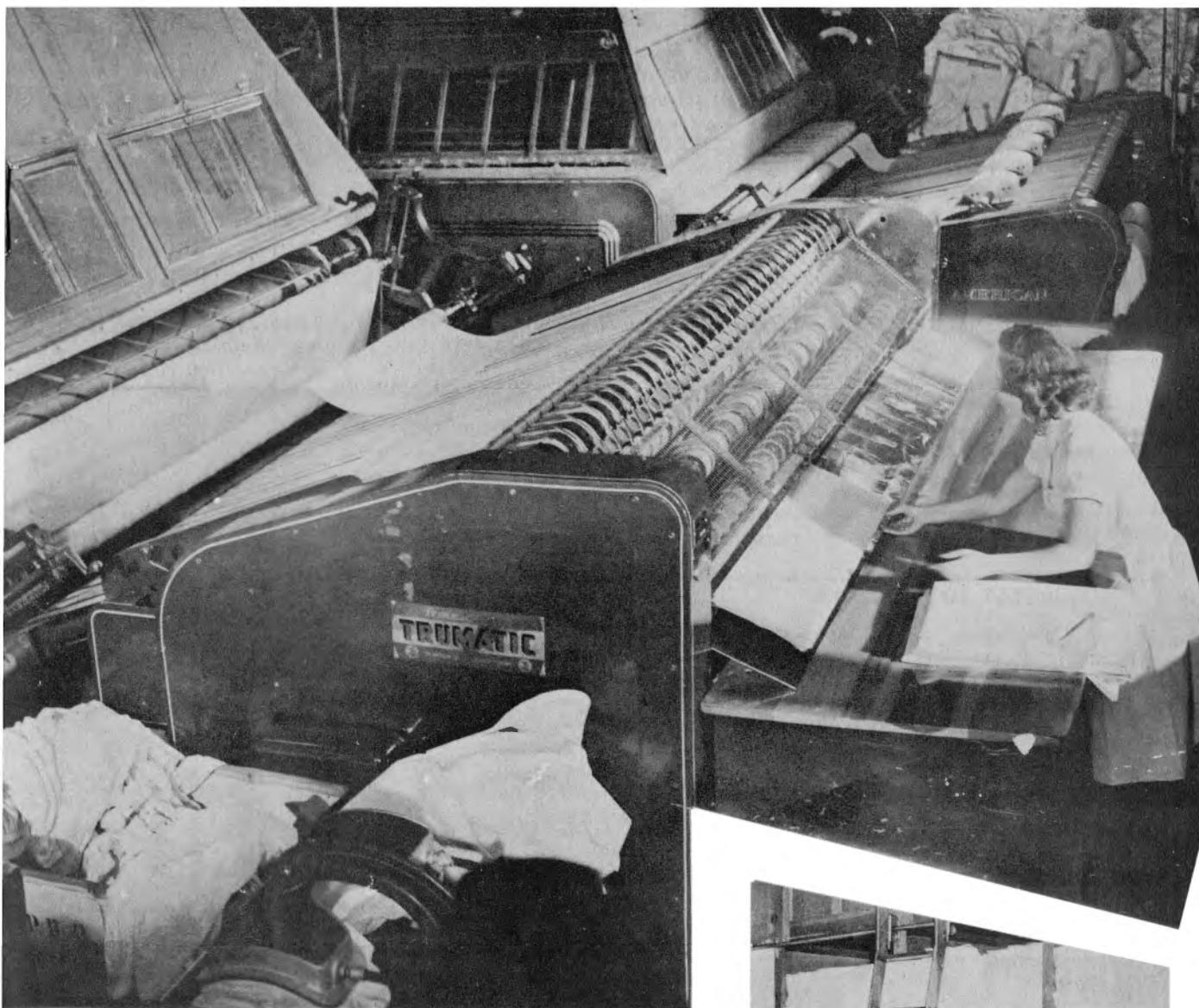
And it isn't simply a matter of producing, day after day, neatly tied bundles of immaculately laundered linen. Scientific laundering preserves the tensile strength of fabrics and adds to the life of linens. Operational costs are proportionately reduced.

Pictured on our cover is the heart of the laundry -- the huge automatic washer, the cylinder of which ejects itself to empty the contents into extractor baskets. Operated by a mechanical brain that measures precise quantities of soap, water, and other components, this machine can wash a load of 500 pounds without attention from the crew.

*At right: Hayward McClinton, Edward MacDay & Tom Benton in sorting room. Sorting of soiled linen alone takes 1000 man-hours each month. Below, Supervisor Julia Honchak confers with manufacturer's washing technician.*



## Pieces Each Month--is Turned Out at Sunnyside Laundry



*Mary Carfignini, above, stacks spotlessly clean table cloths as they come off new automatic folder. Controlled electronically, folder is fed from mangle which maintains temperature of 3600° F. Mangles are operated at varying speeds for linens of different weights. In foreground is one of battery of coat pressers. Each is operated by steam pressure equal to seven tons and, as a safety measure, steam heads can be lowered only when the operator has both hands on the controls.*

*Seamstresses Marion Weber, Katherine Swert, Mae Biechaert & Rose Taras, shown at left, are experts at keeping linens in first class condition. Anne Smalkowski and Harold Boughton, at right, fill laundry requisition. Cover photo and all photos on this page (except folder photo above) by Jack O'Connell.*



# BRICKBATS and BOUQUETS

## A MOST ENJOYABLE EVENING

"About two weeks ago my wife and I had the pleasure of riding Train No. 31 out of New York. We were treated so courteously in the dining car that evening that I wanted to commend your steward, Mr. Allen Baker, and Waiter Herbert L. Scott. In addition, the food was so tasty and so appetizingly prepared that I requested the name of the chef . . . . Henry Henderson. Taken all in all, it was a most enjoyable evening."

## THE LAST OUNCE OF ENJOYMENT

"No matter how much technique is put into the preparation of food and regardless of how tasty food is, for the last ounce of enjoyment courteous, efficient, and pleasant service, together with attractive dining room appointments are needed."

"Last night a party of four came over from New York on the 'General.' I wish to compliment you and commend your dining car steward, Carl J. Rasmussen, for the delicious food, the excellent and attractive appointments of the dining car, the pleasant and efficient service of the waiters. Everyone in our group spoke in highest praise for this enjoyable occasion."

## UNFAILING SERVICE

"Of all the train trips I have traveled on the Liberty Limited I have never received such personal attention from a coach attendant, namely Mr. Andrew Hampton, as I have this last trip. His unfailing service to each passenger on the train deserves recognition."

## COURTESY TO EVERYONE

"The writer is a former Governor of Florida. I left Washington yesterday and had an excellent dinner in the diner in charge of your Mr. C.S. Nelson, steward. He does not know me, but because he was so courteous to everyone I feel you should know it. He does an excellent job and builds good will for your service."

## WE CERTAINLY ARE

"I want to commend your Waiter No. 5 on the 'General,' Mr. R.S. Burgess. He made me feel that the Pennsylvania was really glad to have me aboard."

## THE ADDED TOUCH

"The waiter who served me yesterday is well deserving of praise for the pride, interest, and humor which he portrayed in his course of duty. It is with heartfelt thanks that I commend Mr. A. A. Thompson, Waiter No. 4, and the Pennsylvania Railroad Company for the excellent service rendered."

## HOW TO MAKE A POOR MEAL POORER

"I went almost at once to the dining car where I ordered with pleasant anticipation a broiled trout. When the fish was served, it was so dry and hard that the flakes stood out separately. Furthermore it was cold. I motioned several times to the dining car steward who ignored my signal. Finally, I went to his station and reported to him the condition of the fish which had been served to me. His answer was, 'If you don't like the food in this car, you can go to another one.' His whole attitude was one of hostility."

### Box Score for April

	St. Louis	Chicago	New York
Complaints	0	1	4
Commendations	8	9	19
BATTING AVERAGE	.1.000	.900	.826

## DINING CAR PERSONALS

## NEW YORK

by J. C. Emery

Former Cook Preston James, on furlough from the Navy, visited old friends at Sunnyside Yard recently.

Our sympathy to Waiter-in-Charge George Campbell whose father died May 16 at the age of 73, after a prolonged illness, and to Waiter J.C. whose mother died in Cleveland May 15.

Bar checker George Byrnes, who has been in the National Guard School at Fort Bliss, Texas, has been transferred to the regular army for 22 months.

Retired Chef Stephen J. Tiller died May 13. Mr. Tiller had served in the department from 1928 to 1947.

Cook George Miller and his wife, Lauris, celebrated their 25th wedding anniversary May 26. More than 125 friends and relatives attended the party at the couple's home in Brooklyn.

If you tune in Channel 11 Sundays you will be seeing Ronnie Geren, 13, son of Assistant Superintendent J.R. Geren. Ronnie, a singer and guitarist, has been auditioning for the McLevy's Amateur Hour, and came out on top in competition with scores of other young aspirants. He made his television debut June 3.

Waiter-in-Charge Johnnie Baker, Jr., showed Coach Lunch Waiter Bernard Connor how it's done when he brought in a 72 on a Long Island course May 21. Johnnie is one of many first-class golfers in the department, and is anxious to organize a team.

It is with regret that we announce the sudden death May 27 of Nicholas J. Melito, 45, washman at Sunnyside Laundry. Mr. Melito, who had not complained of illness, died in his sleep. He will be missed by his many friends at the laundry where he had been employed since 1945. "Nick" was a member of Dining Car Lodge 1094, B. R. C. He is survived by his wife, Pauline, and two daughters, Grace and Carmelita.

## CHICAGO

by Anne O'Hara

It has been said that being close only counts in horseshoes, but coming in second meant a beautiful combination master grill and waffle iron for Waiter B.W. Brown on the occasion of the Women's Aid Raffle held May 19th. Thanks again for your cooperation.

Retired Supervisor C.E. Clark writes to tell us how much he enjoys receiving his monthly issue of the DIGEST, says it makes him feel like he is still part of the organization. He adds that, after more than a year of leisure, he is now employed by the Louis Johnson Company, manufacturers of fishing equipment, in the capacity of merchandise inspector.

A letter from Mrs. F.B. Brobst tells of the death of her husband, Steward F.B. Brobst, May 10 at the age of 84 in Burbank, California where he has been living since his retirement in 1937. The local newspapers paid him a nice tribute, crediting him with having been the oldest dining car steward in point of service in the United States.

Friends of Samuel T. Rodgers were grieved to learn of his death May 6. Mr. Rodgers, who was 81, had been ill for some time and died at his home where he lived with his wife. He entered the service of the Dining Car Department in 1907, and was later promoted to waiter-in-charge. In 1937 he elected to work as lodgingshousekeeper at Alliance, Ohio, until he retired in 1940. Our deepest sympathy to Mrs. Rodgers.

Our congratulations to the following Chicago employees who received their 25-year service pins during the month of May:

Steward F. A. Mattocks  
Chef Leonard Bell  
Chef Millard Fillmore  
Waiter Edward Christopher  
Cook Wallace Washington

If hospitals were shop windows there wouldn't be so many accidents

## ST. LOUIS

by A.V. Angove

His sudden death May 1 was a shock to the many friends of Steward J.B. Stewart who was stricken while on duty on the "Spirit of St. Louis" near Lancaster, Pa. Mr. Stewart, who was 58, had been a steward for many years, the last 15 with the Pennsylvania. He is survived by Mrs. Stewart and one son, Burton, now serving with the armed forces in Korea.

Our best wishes to newlyweds John E. Bommarito and his bride, the former Mary Frances D'Angelo, married May 4 at Pocahontas, Arkansas. Johnnie is employed in the St. Louis Commissary linen room.

Mrs. Nevada Hall, wife of Cook T.R. Hall, is convalescing at Homer G. Phillips Hospital where she underwent surgery on May 8.

Retired Cook W.L. Sanford, 66, died at Columbus, Ohio May 11. Mr. Sanford retired in 1949 after more than 35 years of service.

Waiter Mozelle H. Baskin in proudly passing cigars celebrating the birth May 14 of a grandson who has been named Mozelle H. Baskin, IV.

## SILVER WEDDING FETE



The 25th wedding anniversary of New York Cook George Miller and his wife, Lauris, was celebrated at their Brooklyn home.

## HONOR STEWARD FOR MAY



GRANT MC GUIRE

A \$25 U.S. Savings Bond, The Steward of the Month award for May, went to New York Steward Grant McGuire, Mr. McGuire, who rated highest in his line, lead the field when the lines were compared.

Born in Lexington, Ky., Mr. McGuire learned the restaurant trade in hotels and lunchrooms throughout the middle west. He was a supervisor with the Riker's chain of restaurants when he joined the Pennsylvania in 1942.

He makes his home in Valley Stream, Long Island, with Mrs. McGuire and a son, Dennis, 11.

## FOURIE VISIT (cont'd)

he pointed out, is that the South African traveler selects from an A la Carte list. Table d'Hote meals as we know them in this country are not served. All meals are offered at a fixed price, and the traveler who wishes to eat in the dining car must first purchase a meal ticket from the train conductor. Poultry and mutton are the most popular entrees, Mr. Fourie said, and the latter is more expensive than beef.

Mr. Fourie was accompanied to Sunnyside by V. E. Woodward, Assistant Foreign Passenger Agent, with headquarters at Pennsylvania Station, New York, and Assistant General European Agent Austin G. Tofield, of London, England, who, like Mr. Fourie, was in the United States for a "get acquainted" visit.

## For the Record

by Homes Bannard

In the office of the Washington Restaurant Association there is a definition of sanitation. It was issued by the National Sanitation Foundation, Ann Arbor, Michigan, which I think expresses the reason for cleanliness exceptionally well. It reads as follows:

"Sanitation is a way of life. It is the quality of living that is expressed in the clean home, the clean farm, the clean business and industry, the clean neighborhood, the clean community. Being a way of life, it must come from within the people; it is nourished by knowledge and grows as an obligation and an ideal in human relations."

Indeed, sanitation "must come from within," but we must be able to distinguish first the clean from the dirty in order to perfect sanitary practices. By our knowledge of what constitutes a clean way of doing things, we can better discharge our obligation to those we serve and with whom we work. Yes, it is truly an ideal in human relations.

We are cooperating in every possible way with the United States Public Health Service. We have every reason to believe officials of the U.S.P.H. will shortly become even more critical of our cars than in the past. I hope we can show them that our way of life is a clean way of life by always maintaining our kitchens and the equipment with which we work in the best possible sanitary condition.

For the convenience of dining car employees the office of the Medical Examiner at Sunnyside Yard is open all day Thursday of each week from 8:30 AM to 4:30 PM. Hours for other weekdays, except Saturday and Sunday, are from 1:00 PM to 4:30 PM.

COURTESY CONTEST (cont'd) that courtesy, indeed, pays in many ways — in increased satisfaction for you and in new friends for our railroad.

The editors and judges wish to thank everyone who submitted slogans.

## Profiles

One of the more popular personalities in the St. Louis District is a waiter known to his friends as "The Professor." He is Willie Davis, a man of many interests whose off-duty hours are filled with a variety of pursuits.

"A man's best work is his hobby." The hobby and specialty of Mr. Davis is weaving. He learned his hobby as part of the occupational therapy program in a hospital where he was confined prior to his discharge from the Army in 1943. Since that time he has turned out over fifty three-piece chair sets designed for the backs and arms of chairs. Another attractive product of his loom is ladies handbags crocheted of Corde and decorated with bright plastic



## "PROFESSOR" WILLIE DAVIS

accessories. It takes eighteen hours to weave a chair set, and two days are required to complete a handbag. He works on a loom measuring thirty by forty-two inches, and uses crochet cotton of various colors.

Mr. Davis was born in Corsicana, Texas, in 1906.