



THE PENNSYLVANIA RAILROAD

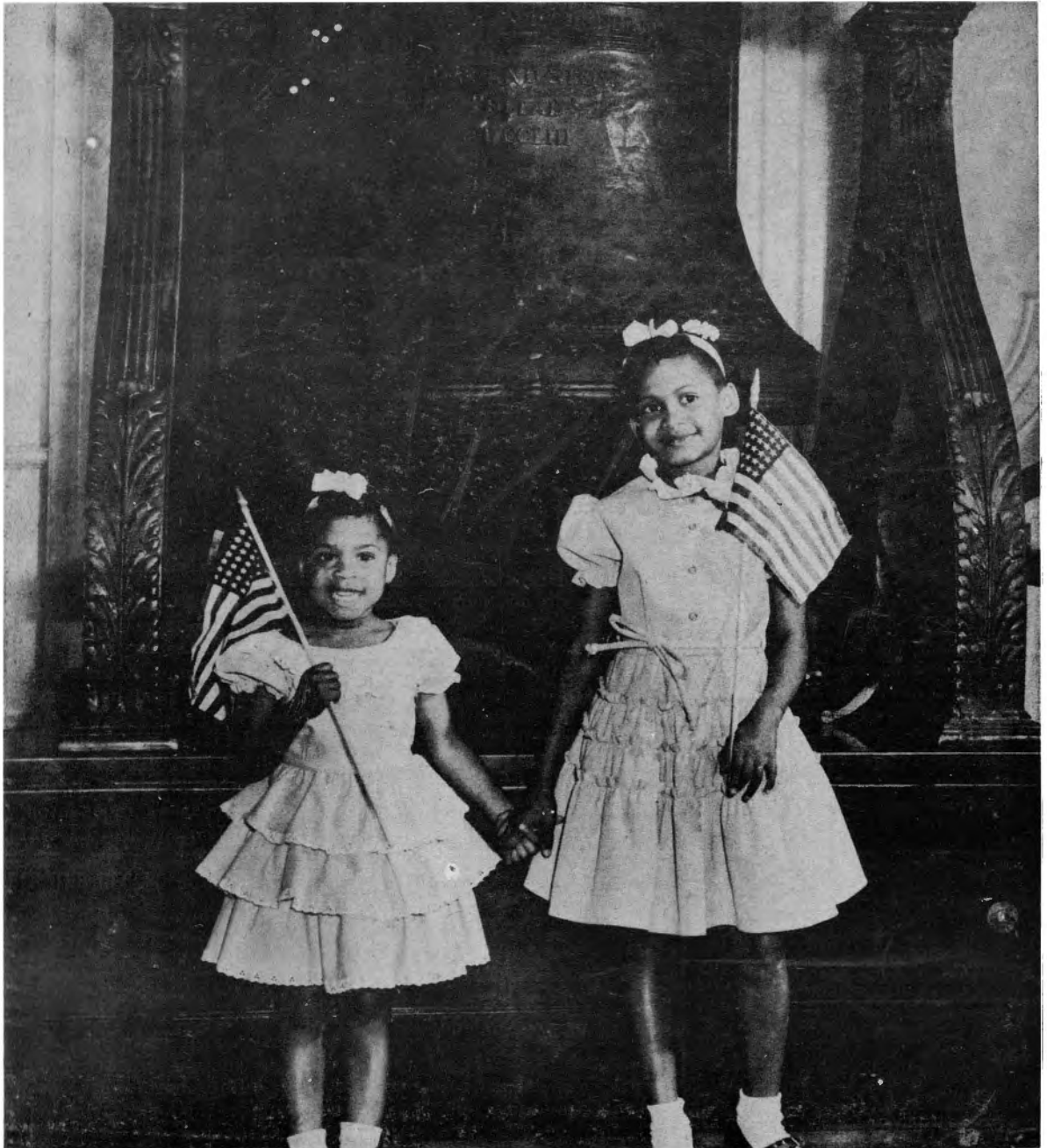


Dining Car Digest

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Dining Car Digest

A monthly publication of,
for and by employees of the
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This is the month in which we celebrate the anniversary of freedom in America. The old-fashioned Fourth of July with firecrackers, pink lemonade, long parades and longer speeches is pretty much a thing of the past. It seems nowadays that nearly everyone goes somewhere - - to the seashore, the mountains, or Cousin Minnie's.

The where and the way of it, however, aren't half as important as the why of our celebration of Independence Day. Take a good long look at the cover picture on this magazine. Against the background of the Liberty Bell, beloved symbol of the things we hold dear as a nation and as a united people, you see two young Americans. If the old bell could find its voice once more and could speak to these youngsters it might say something like this:

"I stand for freedom. Freedom, girls, is a very precious thing. The odd part of it is this: Freedom isn't free. No, indeed, you have to work for it and you have to keep your eyes and ears open all the time if you want to hang on to it. The way this old world looks now, with decency and human dignity gone or on the defensive in so many countries and on so many fronts, it may fall to you to choose between freedom and what some people will tell you is security.

"You'll probably be playing tag or skipping rope together out there in the park in a few moments. I

RANDALL T. RAY NAMED STEWARD OF THE MONTH



LIBERTY LIMITED Steward Randall T. Ray was awarded a \$25 U.S. Savings Bond for his outstanding performance during the month of June. No doubt Steward Ray comes by his winning qualities naturally, as his father was a Waiter-In-Charge with the Chicago Great Western R.R. for 43 years. Steward Ray entered the service of the Dining Car Department at Chicago as a Waiter on May 24, 1931. He was advanced to Waiter-In-Charge June 30, 1933 and was promoted to the position of Steward on April 28, 1944. Prior to his employment with the P.R.R., Mr. Ray worked as a waiter for the Illinois Central R.R. for 11 years. Steward Ray resides at 10837 Bishop Street, Chicago, Illinois with his wife and daughter. Miss Ray is a student nurse at the University of Illinois School of Nursing. He has a brother, Colonel Marcus H. Ray, of the U.S. Army.

don't know of anything in the world that is quite as important as the right you have today to play or work or do what you will. Playing together - - working together - - sharing together; each is part of your birthright as an American. With God's help may you keep it always."

OUR COVER PICTURE

Lenora Reeves, 5, and her sister Carolyn, 9, paid a visit not long ago to Independence Hall, the cradle of American Liberty, in Philadelphia - - and obligingly posed for our charming and striking cover photo. Their daddy is Alvin C. Reeves, janitor at Philadelphia crew quarters.

FINAL DELIVERIES,
MADE ON DIESELS

The Pennsylvania Railroad has received final deliveries on 62 road freight diesel locomotives and 9 road passenger diesels ordered last August. In addition, 111 of the 143 switching diesels in the order have been received; of the remaining 32, 10 will be delivered this month and the balance by October.

Our railroad now has in service 77 road passenger diesels and 172 road freight diesels and is performing 79 percent of its passenger service and 56 percent of its freight service, by either electric or diesel locomotives. When all

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For the Record Poll of Patrons Shows Leaflets

by Homes Bannard

In reviewing the suggestions submitted for the recent slogan contest for our department, the judges were particularly impressed with how well the contestants understand what courtesy means and how valuable it is to human relationships. Such suggestions as "Courtesy fosters good friendship" and "Courtesy pays and repays in many ways" and "Courtesy is the visible sign of a thoughtful heart," are very descriptive of what courtesy does for us. I wish space would allow us to quote them all.

The slogan contest proved that we know courtesy; that it must be only thoughtlessness that causes us to fail to employ it. Twenty percent of our complaints last month were due to discourtesy. That is 20 percent too high. How often you have heard that there is no excuse for discourtesy, and how true it is. Courtesy takes less time. Friction caused by bad manners slows down the wheels of activity....like a machine running without oil. Have you ever known operators to argue or get mad? They know the value of good customer relations.

After all, courtesy is only good manners and good manners are the mark of intelligent people. As Jim Farley said in a recent speech:

"Now good manners is something more than knowing how to hold your soup spoon or how to dress when you go to a church wedding. It is much more than a capacity to say the pleasant but insincere thing. It is much more than mere tact. It is to feel and, above all, to show that you have a genuine concern for others.

"It means caring for people, respecting them, treating them as equals and sharing their ideals. When these matters are felt and shown there need be

(Cont'd on page 8)

Are Important Sales Promotion Aid

As many as two out of every five passengers traveling on the Pennsylvania may be unaware of or have a mistaken impression of the food and beverage services offered on our dining cars!

LIKE STRAWBERRIES? HERE'S SOME IN PIE

The food business for most people who are in it is a hobby as well as an avocation. That's why we like to print interesting menus from time to time. Possibly you'll want to try your hand at the one which follows, which now is being featured on many of our menus and was made available to us by Food Manager Sidney N. Phelps and Dietician Margaret Quigley.

(cont'd on page 4)

This and other interesting facts were revealed by a survey conducted recently by R.E. Lukens, merchandising supervisor, who learned that many passengers on a representative group of trains hesitated to enter the dining car because they thought only full-course meals were served.

The survey was designed, Mr. Lukens says, to judge the reaction of passengers to "Refreshment Time" leaflets inviting them to enjoy beverages and snacks in dining cars during between-meal periods. Patrons were handed a questionnaire and were invited to

(cont'd on page 4)

DEPARTMENT JOINS DETROIT'S ANNIVERSARY CELEBRATION



Medallion commemorating Detroit's 250th Anniversary, modeled by Rene P. Chambellan. One side depicts the original landing of the Sieur de Cadillac. Appearing on the other side is the skyline of the present metropolis contrasted with old Fort Pontchartrain.



YOUR DEPARTMENT is entering into the 250th birthday celebration of the City of Detroit, Michigan, with a special menu for the Red Arrow, Blue Ribbon fleet leader in the New York-Detroit service. Pictured above are the face and reverse of the beautiful bronze medallion which officially commemorates the anniversary and furnishes the theme for the cover design on the new Red Arrow menu.

LEAFLETS SURVEY (cont'd)

reply to such queries as: "Did this leaflet induce you to come to the dining car?" Of hundreds questioned, seven out of 10 declared they were largely influenced by the leaflet.

Generally, the survey indicated that travelers enjoy refreshing beverages or light snacks in the diner, but need to be told that the service is available.

On one train, for example, leaflets were distributed for a period of one month. When bar sales for the month were compared with those of the same train for the same period of the previous year, it was found they had increased 48 percent while bar sales over the entire system increased only 8 percent. Other lines on which the experiment was carried out also showed striking increases.

Mr. Lukens points out that many of our passengers are "infrequent" riders - - the once-or-twice-a-year traveler.

"This type of passenger often believes a visit to the dining car will leave him over-fed and somewhat poorer, so he prefers to sit out the trip in his space. Usually these people are quick to respond to the invitation offered by our leaflets when they learn that reasonably priced beverages and light snacks may be enjoyed in the diner.

"Often a passenger doesn't even know as he boards the train that it carries a dining car, the survey indicated and here the leaflets serve another purpose. Indeed, the little printed invitation is a sign of hospitality that tells our customers of our sincere desire to serve them well."

HORSEPLAY and FOOLING ON THE JOB CAUSES MANY ACCIDENTS



(cont'd)

FRESH STRAWBERRY PIE WITH WHIPPED CREAM

This not only is a delicious dessert to serve, but a cooling one as well for this warm weather - - and then too, it's a great help to the busy housewife entertaining guests, as it may be prepared hours ahead and only requires topping with whipped cream and garnishing with berries at the last moment just before serving. Here is how it's done:

Ingredients for one pie crust:

- 1 cupful of flour
- ¼ cupful of butter
- ¼ cupful of shortening
- Pinch of salt
- Iced water

Preparation:

Mix the flour and salt together and chop in shortening and butter. Lastly, add just enough iced water to bind until compact. Line 10 inch pie tin with crust and pierce crust with fork before baking. Take from oven after being baked and allow to cool.

Ingredients for one strawberry pie:

- 1 baked pastry shell
- 1 qt. strawberries (stemmed and well washed)
- 1 cupful of granulated sugar
- 3 tablespoonfuls of corn starch
- 1 cupful of heavy cream (whipped and sweetened)
- berries for garnishing

In the baked pastry shell, arrange the choicest berries, large end down. Mash the remaining berries and stir into them the sugar and corn starch, and thoroughly mix together. Cook, stirring constantly until the mixture thickens and then set over hot water and continue cooking for about ten minutes. Let cool and pour over the berries in the shell. Place the pie in refrigerator and let it get very cold. When ready to serve, top with whipped cream and garnish with some whole berries cut in half.

We know there's an over-supply of calories in this, but it's damed good! Bet the family and guests will ask for repeats, too!

Profiles

Always genial and most conscientious, Chef Elmer Bentley began his career of cooking at an early age.

One of 13 children, Chef Bentley was born on a farm in Coyle, Oklahoma, on Dec. 1, 1908. His share in the daily chores was cooking for the family, and his early knowledge of the art was learned from his mother. The desire to travel lured him from the farm when he was 14. After spending two years on the M.K. & T. diners, he went with the Rock Island as a cook at the age of



Chef Elmer Bentley

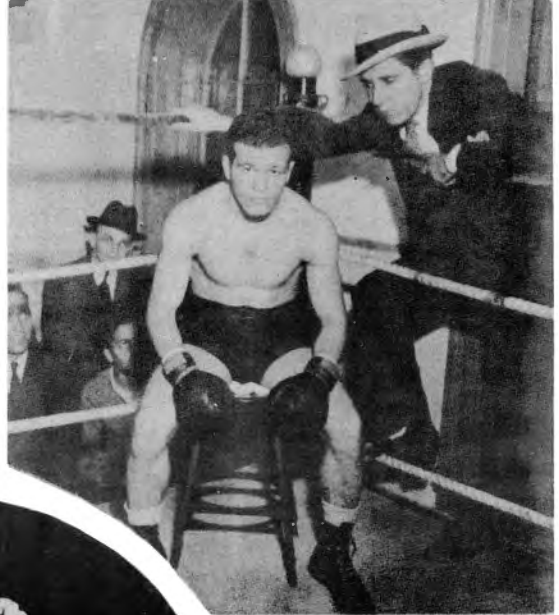
sixteen. During the slack periods of 1930, young Chef Bentley attended The William Hood Dunwoody Industrial Institute, Minneapolis, Minn., where he became more proficient in his chosen trade. He remained with the Rock Island until he joined the P.R.R. in Chicago in 1934. It was in 1936 that he was promoted to Chef.

His favorite pastime and only hobby is cooking. Chef Bentley owns his own home where he resides with his wife and two children, Bruce, 14 and Sugar, 2.

Clerk Harry Brown -- A Walking Boxing Encyclopedia



Harry Brown talks things over with the old Manassa Mauler himself. Harry says Jack Dempsey has always been an idol of his, both in the ring and out. At right, Harry is shown at commissary desk.



Above, Harry gives instructions to protege, Al Santora, who compiled an impressive record as a featherweight.



Harry Brown, night-shift car clerk at Sunnyside, has two great loves - - aside, of course, from his wife, Hazel, and 13-year-old son, Jackie. One is railroading. The other is boxing or, to be specific, the fight game.



Sixto Escobar, former world's bantam and featherweight champion, gives Harry an earful in interview at Stillman's gym.

It was only natural that Harry should turn to Railroading as a career, for his father and grandfather were veteran railroad men. And as far back as Harry can remember he has collected facts, figures and mementoes of the prize ring. A good part of his earnings as a newsboy on the street corners of Jersey City were spent for postcard portraits of popular fighters of the day. Today, Harry is widely recognized as an authority of who fought whom, when, where and who won. Researchers and writers rely on Harry's memory for details as to referees, judges, betting odds and other facts not related by the record books.

Following a brief fighting career of his own as an amateur lightweight with the P.R.R. Athletic Association in the late '20's, Harry became manager of Al Santora, New York Golden Gloves featherweight champion.

The "Walking Boxing Encyclopedia," as he has been referred to in the press, numbers among his intimate friends such fight-world figures as Jack Dempsey, Nat Fleisher, Editor of RING magazine, and Ray Arcel "who has trained more champs than any man in the business."

BRICKBATS and BOUQUETS

UNUSUAL FOR THESE DAYS

"I wanted particularly to tell you of the wonderful fine service accorded me by your waiter, M.A. Matt, and by the general attitude of the entire crew. I was fortunate enough to be served by Mr. Matt, and his solicitation and service and his general interest in the passenger's welfare is certainly something you do not find too often these days."

BETTER THAN EXPECTED

"The meal and service were excellent. Such a touch as corn muffins and much good chicken made a finer meal than we had come to expect on a dining car." (Steward J.P. Burke, Chef Leon Laws)

UNUSUAL COURTESY AND SERVICE

"I am writing to report the unusual courtesy and service rendered my wife and myself by W.W. Baker, serving on the grill car out of Washington at 9 P.M. On the occasion of a recent trip, my wife was quite ill and was unable to make the trip from our space to the grill car. When I explained the situation to Mr. Baker he asked me to wait until there was a lull in his activity, and then gave personal attention to the selection of the most palatable food which was available in the grill and insisted on helping me carry the food through the intervening 5 or 6 cars to my wife. . . . courtesy of this kind is all too rare these days."

UNMATCHED CHICKEN

"I have enjoyed many meals in dining cars of the Pennsylvania and other railroads, but none matched the fried chicken dinner prepared by Robert Ricks."

KINDNESS & UNDERSTANDING

"When I entered, the dining car was quite crowded and all your personnel were working at top speed, under relatively trying conditions, in order to keep up with the demands existing at the time. I was sitting at the table with an elderly lady and her middle-aged daughter, who, seemingly oblivious to the conditions under which your personnel were working, made three successive errors in selecting from the menu and a similar number of changes in her order after the items she had requested were brought to the table.

"Although the stage was set for Mr. N.L. Armstrong, your waiter No. 3, to show these ladies only perfunctory courtesy, he handled the situation with such a display of kindness and sympathetic understanding of their plight and embarrassment as to mark him as a truly sensitive individual and a credit to your organization."

DIRTY DISHES

"Part of the order taken was not filled, but the check carried a charge for these items. Dirty dishes used by others had not been cleared from the table. The children were not served with plates on which to place their food. These things had to be corrected by calling the steward."

Box Score for May

	St. Louis	Chicago	New York
Complaints	1	3	11
Commendations	7	10	26
BATTING AVERAGE	.875	.769	.702

NEW YORK

by J. C. Emery

DINING CAR PERSONALS

With more than 180 friends present, the smart Savoy Plaza hotel was the scene recently of the wedding of Rosalie Weinstein, lovely daughter of Account Clerk Larry Weinstein, to Leonard Wise. The bride attended Queens College and



Mrs. Leonard Wise

we learned was a professional model. Mr. Wise, an accountant, was educated at Long Island University.

Charlotte Blay, daughter of Pantryman R.J. Blay, was married to Caesar M. Crawford in a ceremony at St. Augustine's Episcopal Church, Brooklyn on July 7.

Supervisor T.J. Mills, who has been ill at home for several weeks, is on the mend.

Chef S.R. Smith, who has not worked since August of last year because of a stroke, recently suffered a relapse. He is in Ward A-31, City Hospital.

Lounge Attendant P.P. Moore is recovering from pneumonia contracted several weeks ago.

CHICAGO

by Anne O'Hara

The group of 25-year service employes is steadily growing, and we wish to extend congratulations this month to:

Chef Clarence Peyton
Waiter Quay Moore
Waiter J.C. Reed
Waiter G.A. Gibson
Waiter J.E. Carter

Picture post card from the Grand Canyon was received from Steward E.J. Schwegel, whose destination is sunny California. With all the fine sunshine in Chicago these days, we are at a loss to know why he traveled so far to find it. Maybe they have a better brand out there.

We extend our condolences to the family of former Waiter Lewis Eatmon, who died June 9.

*A minute for Safety
is better than
a month for repairs*

HARRISBURG

T.B. Middlesworth

Bill Simpkins, agency pantryman, celebrated his silver wedding anniversary recently at his home in Cleveland.

Dining Car Agent Noll is telling about the 10 pound (at least) trout that got away from him at Stoney Creek the other day.

Roy Mogahan, coach lunch clerk, just returned from California where he and his wife vacationed for two weeks.

Friends of J.W. Brown, former coach lunch waiter now furloughed, will be interested to know that he is keeping busy these days as a Fuller Brush salesman, and is reported to be doing well.

ST. LOUIS

by A.V. Angove

Congratulations to Rosemarie Brewster, daughter of Steward J.H. Brewster, on winning a partial scholarship to Ohio State University, from Delta Sigma Theta sorority. Rosemarie finished among five highest ranking students in her class at South High, Columbus, Ohio.

Mrs. L.J. Willis, wife of Waiter Willis, is recuperating at her home after confinement in White Cross Hospital with a severe case of pneumonia.

Waiter Joe Hicks expects his son, Sgt. Joseph Hicks, Jr., home soon. He arrived at Seattle, Washington, June 9 on a 90-day rotation furlough from combat duty in Korea.

Our sympathy to the family of Waiter L.Q. Smith, who died on June 8 of heart disease. "L.Q." had been off duty one month prior to his death.

—Our sympathy to Chef Booker Humphries and family. Mrs. Humphries passed away on June 12 in Columbus, Ohio.

SAFE
on the **4th**
ALIVE
on the **5th**

NATIONAL SAFETY COUNCIL

OH, FOR THE GOOD OLD DAYS; OR, WHAT HAPPENED TO THE COAT HANGERS?



WE DON'T KNOW who the girl is at the far right, or why she is wearing the heavy "blanket" when everyone else seems comfortable in street clothes. We were about to say the air-conditioning may have been turned up too high to suit our glamour queen, but then remembered that P.R.R. dining cars weren't equipped with it in 1921 when this picture was snapped. Do you recognize the handsome young man with the wavy hair, narrow lapels and starched collar in the left foreground? No? That's Joe Tuzik, now commissary agent at Sunnyside. Seated at the deuce two chairs behind Mr. Tuzik is Steward J.A. Kessler. Facing Steward Kessler, with only the ears as identifying points, is Wilbur M. Sanborn, now supervisor of food and service. Harold Lovell, clerk at Sunnyside, is seated back to the camera across the aisle from Mr. Sanborn. Joe Maiella, now Sunnyside Storekeeper, is seen on the left two seats back of Mr. Kessler. The steward at the far end is the late J.F. McGrath. Can you identify any of the others? If so, write the editors.

FOR THE RECORD (cont'd)

no fear about winning confidence and winning friends, for this attitude will make itself known in a hundred ways."

Now that we have a courtesy slogan, let's practice it. Let's give our customers a warm smile and friendly attention. Be helpful. Think of that telephone operator who is always so pleasant regard-

less of any circumstance. Being courteous always is the smart way to get business and business means jobs.

DIESELS (cont'd)

the switchers are received, 76 percent of switching service will be handled by this type of locomotive. Deliveries began last month on

Pennsylvania's latest order for 132 additional road passenger, road freight, road switching and yard switching diesels. By the end of 1951, it is expected that 10 road locomotives and 25 switchers of this order will be in service with the balance delivered in the first half of 1952. When this order is filled, the Pennsylvania will have 1,168 diesel locomotives generating 2,314,170 horsepower.