PENNSYLVANIA RAILROAD
DINING CAR DEPARTMENT

No. 272

MANUAL OF INSTRUCTIONS
for
COACH ATTENDANTS
and
BUFFET LOUNGE ATTENDANTS

The rules and instructions contained herein are for the government of Coach Attendants and Buffet Lounge Attendants in the Dining Car Department of the Pennsylvania Railroad and must be observed by all employees whose duties are affected thereby.

They take effect Nov 1 1948 and supersede all previous rules and instructions, as well as supplements thereto, inconsistent therewith.

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PENNSYLVANIA RAILROAD
DINING CAR DEPARTMENT
(System)
Office of Supt. Dining Car Service
Long Island City 1, N. Y.

No. 272

MANUAL OF INSTRUCTIONS
for
COACH ATTENDANTS
and
BUFFET LOUNGE ATTENDANTS

My signature below indicates that I have received my copy of Manual of Instructions for Coach and Buffet Lounge Attendants—that I shall read it carefully and follow all instructions contained therein.

Signature ................................................

Position ...................................................

Date .......................................................

The rules and instructions contained herein are for the government of Coach Attendants and Buffet Lounge Attendants in the Dining Car Department of the Pennsylvania Railroad and must be observed by all employees whose duties are affected thereby.

They take effect and supersede all previous rules and instructions, as well as supplements thereto, inconsistent therewith.

500-11-1-48
PREFACE

Much of the success and popularity of our Coach service depends upon the activities of the Attendants.

Be courteous, attentive, helpful and considerate. *Never show resentment.* Be alert to what is going on around you and ready to assist and cooperate at all times.

Carefully follow your rules and instructions, only in this way can a uniform, smoothly conducted service be assured.
COACH ATTENDANTS

1. REPORTING

Report to the Crew Clerk first at the start of each trip. Obtain car designation cards, buttons and badge if needed. Pick up a full set of cleaning equipment—New York District men from the Equipment Issue Room—Chicago District men from the linen room (SOUTH WIND Attendants from pillow room in Union Station)—St. Louis District men from equipment room—consisting of:

2. CLEANING EQUIPMENT

(a) Toilet Brush
(b) Push Broom
(c) Mop
(d) Whisk Broom
(e) Dust Pan
(f) Floor Broom
(g) Dust Cloths
(h) Large Paper Bags (for collection of refuse)
(i) Cleaning Material and Disinfectant (Diversol, scouring powder and Pineoil)
(j) Duffle Bag

* (k) Sponge
* (l) Chamois
† (m) Wringer Pail

* Initial issue of sponge and chamois to be retained and only returned to Equipment Issue Room on replacement basis when worn out or when leaving service or changing position.
† Wringer Pail kept permanently in pillow storage closet of headend and kitchen of rearend lounge cars for use enroute.

3. WHITE COATS

Proceed to Laundry (at New York) and obtain four waiter’s white coats of proper size. Chicago and St. Louis District Attendants obtain white coats from linen exchange rooms in commissaries.
4. CAR ASSIGNMENT

Report to the Dining Car Steward on train—for car assignment.

5. PRELIMINARY WORK TO BE DONE BEFORE RECEPTION OF PASSENGERS

Before train is placed in station for reception of passengers, perform the following duties in the order given:

(a) Place car designation numbers in racks provided at both ends and sides of cars. You must carry a sufficient quantity of numbers to meet your needs.

(b) Put on your uniform.

(c) Remove curtains from pillow lockers and hang them in lounge room doors.

(d) See that washrooms are clean and properly set-up—cuspidors one quarter filled with water in Men's rooms; chair placed in front of dressing table and ash stand directly behind it in Ladies' room. Check supply of toilet paper, paper towels and soap, properly hang the "Pillow Rental Cards" in each washroom. "Pillow Rental Cards" are to be obtained from the Dining Car Steward at start of trip and must be returned to him at end of trip.

(e) Store cleaning equipment in bottom of pillow locker; brooms and mop handle in notches provided. Keep it there at all times when not actually in use.

(f) Check pillows for supply and cleanliness.

(g) Check all other lockers to insure their being free of any papers, refuse, etc. Remove all such foreign matter and place in trash cans on platforms in yard before departure.

(h) Store personal clothing in lockers provided.

(i) Go to dining car and obtain adequate supply of clean pillow slips—be sure to get your copy of form PD 1585 from the steward, indicating the number of pillow slips issued to you.
6. RECEPTION OF PASSENGERS

At originating terminals and station stops, position yourself on station platform outside of loading vestibules and announce, in a clear and distinct voice, train and car numbers, for example: "'Trail Blazer'—cars 770 and 771." Assist passengers with baggage to their seat space; securely placing luggage on baggage racks.

Three minutes before departure time of trains from originating terminals, you must make an announcement in the coaches to which you have been assigned—"All visitors off, please."

7. ENROUTE DUTIES

You must stay in your assigned coach or coaches while Train Passenger Representative and Trainman are lifting transportation, in order to be on hand in case of cancellation or change of seat space to handle baggage.

The Passenger Representative will furnish you with an "off list" indicating the destination by seat number of each passenger occupying space in your car or cars. You must check this list carefully and notify passengers at least ten minutes before reaching their destination, offering your help in handling luggage. Make sure to tell passengers the direction to walk for detraining and have them identify their bags before removing from train.

Keep the lounge rooms and toilets clean and orderly at all times. Mirrors should be wiped with a wet sponge and polished with a chamois. Hand and dental bowls, soap dispensers, faucets and drain controls must be scoured and polished. Shelves, window sills, etc., must be kept cleaned. Dust off lounge seats, wipe off vanity in ladies' room. Empty used towel containers and ash receivers (being sure nothing is ignited) into large paper bags provided for refuse. Empty cuspidors (in men's room) in hoppers, rinse them out with cold water and place back in position one quarter filled with water. Mop lounge room floor with a
mild solution of diversol water. Clean the hopper in toilet rooms—using toilet brush for this purpose; adding a few drops of Pineoil to the water before flushing to overcome any obnoxious odors. Mop toilet room floor.

Maintain an adequate supply of paper towels, toilet tissue, soap, etc., in proper containers at all times. Dispensing machines in the coaches are adjusted to permit free use of paper drinking cups and in washrooms of paper towels and soap. Additional supplies are kept in the baggage end of the head end combine car. You must replenish your needs from this source when necessary.

When coaches are in use that have no liquid soap containers, obtain supply of hand toilet soap for these cars from the Dining Car Steward.

When necessary to enter the women’s washrooms to clean, first, press the buzzer, knock by hand and announce your presence by saying, “Attendant, please.” If any women are in the washroom—do not enter—wait until the room is empty, then leave the door open, putting card (calling attention to the fact that the Attendant is cleaning) on hall side of the door while you are in the room. You must keep the floors and seats of coaches free of all newspapers and other refuse. Ask the passengers for used lunch boxes and remove all newspapers and magazines, first inquiring of passengers if they are through with them. Sweep floors and collect debris—using dust pan and broom for this purpose. Mop aisleways as often as necessary to keep clean—keep mirrors polished—wipe window sills. Do not sweep refuse onto car platform—put it in paper bags provided for this purpose. All collected magazines, newspapers and refuse (latter to be kept in paper bags provided) are to be neatly stored in bottom of pillow lockers while enroute.

Car vestibules must be swept frequently, particularly in the morning when the accumulation
of dirt and cinders is greatest. Collect the dirt and cinders in dust pan and dump in paper bag. Do not sweep any dirt or refuse off trains while enroute or on station platforms while in terminals.

All rest and toilet rooms must be locked prior to arrival at each station stop and unlocked after departure from same—be sure they are vacant before doing so.

8. PILLOW SERVICE

Pillows are to be rented to passengers at twenty-five cents (25¢) each. This service must be started early to make possible contact with all passengers.

Preliminary to canvass, place clean pillow slips on pillows at pillow locker. Any unsold pillows should be segregated on upper shelf of locker. Keep pillow locker closed (locked) when not in use.

 Occasionally, passengers leave their seats for a short period of time and other passengers pick up the pillow momentarily left behind; you should endeavor to prevent such practice, but be extremely courteous in your efforts in this respect. Pillows should be collected in the morning after passengers have awakened and start to leave seats. Before doing so, inquire in a pleasant tone, “May I have your pillow please?” Collected pillows must be placed on the second shelf in pillow locker. Soiled pillow slips must be removed from pillows at pillow lockers only.

Remit revenue for pillows sold, together with the return of all clean, unused pillow slips, as well as soiled pillow slips, to the Steward at the end of train trip. Soiled pillow slips must be placed in soiled linen locker in dining car. This is your personal responsibility—each pillow slip issued to you by the Steward must be accounted for. The use or sale of or having in your possession any other pillows or pillow slips than those issued to you for the trip by an
authorized representative of the Dining Car Department of The Pennsylvania Railroad, is a serious offense and will be considered cause for dismissal from service.

At completion of trip, you must equalize the stock of pillows in your cars to maintain standards—thirty (30) to each locker. Stack them neatly. Be sure pillow locker is securely fastened before detraining.

9. LIGHTING, HEATING AND AIR-CONDITIONING

Be sure floor lights are lit at night when overhead car lights are out. "No Smoking" signs must be extinguished at same time main coach lights are turned off for the night.

COOPERATE with trainmen in the control of heat and air-conditioning apparatus; promptly notify them when passengers complain. Trainmen are responsible for regulation of heat, air-conditioning and light controls.

10. BAGGAGE HANDLING

The following rules must be adhered to in the handling of baggage:

(a) Carefully handle to avoid damage.
(b) Carefully arrange baggage in overhead racks so that it will not fall off through sudden or unusual motion of the train.
(c) When stored in overhead racks, use only the space allotted to seat space occupied by passengers.
(d) Pieces of baggage unwieldly or too large to be placed in overhead racks are to be stored in baggage compartments at end of car; obtain passengers' permission to do so before placement.
(e) Do not place baggage in aisles where passengers may trip over it.
(f) Do not place baggage on cross plates between cars, where it may be damaged by the motion of the train.
(g) Do not store baggage in car vestibules.
(h) Do not place baggage on floor in front...
of large mirrors at ends of P-85 type cars. This detracts from the general appearance of cars and may be the cause of mirrors being cracked.

(i) You must carry a supply of Baggage Identification Tags. These tags are to be given passengers who may wish to identify their luggage by writing their names, addresses and detraining points thereon. This service must be rendered without charge.

(j) When unloading at intermediate station stops or final terminal—place baggage on station platform in such manner as to expedite handling—then permit passengers to detrain from both vestibules.

11. MAINTENANCE OF STEWARD'S ROOM
You will keep the Steward's room clean and orderly at his direction.

12. MAINTENANCE OF HEADEND AND REAREND LOUNGE CARS
If you are assigned to coach adjoining headend or rearend lounge cars, you must keep hallway, washrooms and toilets clean and orderly throughout trip in those cars. In addition, when Lounge Attendant is off duty, you (or your relief man) will keep the seat section of lounge car clean and assist passengers getting on or off.

13. MAINTENANCE OF RECREATION CAR
When recreation car is operated, the Attendant assigned to coaches to the rear of this car (or his relief man) will keep the toilet rooms and Children's playroom clean and orderly. The Children's playroom floor must be mopped each morning enroute before 7:30 on trains 65 and 64.

14. MEAL PERIODS
Your meal periods will be arranged by the Steward or the Coach Attendant Instructor. You must go to the dining car in two groups as directed. While one group is in the dining car, Attendants who remain on duty will be held responsible for the performance of duties in cars assigned to absent Attendants. Meal periods
must not exceed thirty (30) minutes. You must not loiter in dining car—return to your coaches as soon as you have finished eating.

15. REST PERIODS
Your working schedule provides for a three hour rest period. You will take this time off duty in two groups—the first group to consist of men assigned to center cars; the second group will be men assigned to cars adjacent to head-end and rearend observation cars, or as directed in current working schedule. Attendents on duty are responsible for the performance of duties in cars adjoining theirs, when the Attendents of these cars are off duty. Before going off duty, Coach Attendents must place their “off list” in the hands of Attendents relieving them. Attendents must patrol these cars at frequent intervals. The order in which Coach Attendents get their relief is subject to change by the Steward or the Coach Attendant Instructor.

16. CALLING DINING CAR CREWS
If you are assigned to coach immediately ahead of dining car, you must personally call the Dining Car Steward and crew each morning.

17. STATION STOPS
At station stops, where only certain coaches are opened for reception of passengers—for example on train No. 77 at Pittsburgh, car 770 is opened to receive passengers for entire train—all Coach Attendents on duty throughout the train must proceed to that particular car to assist passengers with seat accommodations in their respective assigned coaches.

Passengers with baggage should be assisted—particularly women and children. Offer to brush clothing of detraining passengers before train arrives at station.

At night, do not permit Red Cap Porters to carry baggage onto the trains; they are not familiar with car seating arrangements and may create a disturbance.
You must cooperate with Conductor's orders on reception of passengers at specific station stops.

See that all vestibule and trap doors are closed promptly before departure from each station.

18. JUNCTION POINTS

Before arrival at junction points, where some cars in the train may be detached, check with the passengers in your car to determine their destination and suggest to those having space in other cars to return to them.

19. UNIFORM

(a) Clean white shirt  
(b) Clean, starched white collar  
(c) Black, four-in-hand tie (neatly knotted)  
(d) Uniform trousers (clean, in good repair and well pressed)

(e) Black socks  
(f) Black shoes (in good repair and well shined)

(g) Uniform coat (clean, in good repair and well pressed). Must be buttoned and wear badge on left side, directly under word "Attendant".

(h) Uniform cap

During cold weather period (October 1—April 15, inclusive) wear regulation uniform coat when receiving passengers at terminals. Regulation badge must be worn on left side of coat directly below word "Attendant".

During warm weather period (April 15 - October 1), a clean white jacket of proper size may be worn at station stops instead of regulation coat—keep buttoned—wear regulation badge on left side midway between the first and second buttons and four inches from the edge.

White jackets, buttoned and with badge on left side may be worn all year round in lieu of regulation jacket while working inside of coaches.
20. PERSONAL APPEARANCE
You must be personally clean and neat at all times—keep hands and fingernails clean, hair trimmed, clean shaven, shoes polished and uniform in good order.

21. KEYS
You must have an end door, pillow locker and towel compartment key in your possession while on duty. Obtain from commissarial headquarters when needed.

22. TELEGRAMS
Do not accept any telegrams or money from passengers for same. Requests to send telegrams must be transmitted to the Train Passenger Representative for handling.

23. SPACE ASSIGNMENTS
You are not permitted to assign seat space to passengers or make any change in assigned seat space—all such matters must be directed to the Train Passenger Representative for attention.

24. SUPERVISION
You are under the direct supervision of the Steward in charge of the dining car in service. You must also obey instructions as may be given to you by Train Passenger Representative, Conductor and Coach Attendant Instructor in line with your duties.

25. INTOXICANTS AND NARCOTICS
The personal use, possession or carrying of intoxicants or narcotics by employee, while on duty, in quarters or on company property is prohibited and will be considered cause for dismissal.

26. CARRYING OF SUPPLIES
Carrying of personal food supplies of any kind on cars or from or to crew quarters is not permissible.

27. FIREARMS AND WEAPONS
The carrying of firearms or other weapons on person or in cars, sleeping quarters or on company property is prohibited.
28. GAMBLING
You must not carry or use dice, playing cards, number or lottery slips, racing sheet or any gambling device in cars, quarters or on company property.

29. SITTING WITH PATRONS
You must not occupy seats with passengers.

30. MISUSE OF TRANSPORTATION
Misuse of free transportation issued you will result in the cancellation of pass privileges and be considered cause for dismissal from service.

31. CHANGE OF ADDRESS
Inform Timekeeper promptly of change in address or telephone number.

32. POLITICAL ACTIVITIES
Political activities of any nature are prohibited on company property. You must not wear badges or insignias of any nature other than those authorized, consistent with your position.

33. PERSONAL MATTERS
All personal matters must be attended to before reporting for duty. You must not entertain any personal friends on cars, in stations or enroute.

34. LOST ARTICLES
Articles left by passengers in the coaches must be turned over to the Lost and Found Department at terminating points; take receipt and turn it in to your commissary headquarters.

35. PERSONAL INJURY
You must report all injuries promptly, no matter how trivial they may seem, to your home commissary. Injuries to passengers must be reported to Train Conductor and Passenger Representative.

36. TERMINATION OF RUN
(a) Have all pillows picked up, uncased and stored neatly in pillow lockers.
(b) Empty pillow lockers of all cleaning
equipment, newspapers, rags and any other debris not belonging in the locker.

(c) Have wash room curtains folded neatly and placed on pillow locker shelf.

(d) Be sure there are no soiled pillow cases and white coats left in your cars, or pillow locker. If so, return them to the diner.

(e) Have lockers over baggage compartments free of papers, rags or any items not belonging in them.

(f) Remove car numbers from holders and retain for next trip.

(g) Leave no items of uniform, equipment, clothing or other personal belongings on the car.

(h) Return all cleaning equipment to commissary headquarters.

(i) Check out with Crew Supervisor before going home.

LOUNGE ATTENDANTS

Generally you will be governed by instructions for Coach Attendants with respect to maintenance of car to which you are assigned and service to passengers.

1. REPORTING

Report to Crew Clerk, commissarial headquarters, at start of your run. Obtain car keys, stationery items and supply report preparatory to checking off supplies, bar and equipment requisitioned.

2. UNIFORM

You must wear regulation uniform while in service consisting of:

(a) Clean white shirt

(b) Clean, starched white collar

(c) Black bow tie (neatly tied)

(d) Dark trousers (in good repair and well pressed)

(e) Black socks
(f) Black shoes (in good repair and well shined)
(g) Waiter's clean white jacket — buttoned (keep extra jacket with buttons available for quick change).

3. MEAL SERVICE
Meal service to be maintained in accordance with latest instructions, which prescribe that tables in the observation lounge cars on coach trains be set-up for meal service when trains are placed in originating terminals for the reception of passengers, and remain set-up during the entire regular meal service periods.

4. BAR SERVICE
Familiarize yourself with and comply with existing liquor regulations of the various states, contained in Regulations Governing the Sale of Malt, Vinous and Spirituous Beverages in Pennsylvania Railroad Operated Dining, Cafe and Lounge Cars.

You are personally responsible for all bar items charged to your car account.

Each service of food, beverage, liquor, wine, beer or other alcoholic beverage must be recorded by patron on a meal check at time order is taken. Initials of state must be marked in space provided.

Segregate and return broken or unsaleable "bar" items to commissary for credit.

The serving of any beverage or food item, unless reflected on a la carte meal check (P.D. 1531), will be considered cause for dismissal from service.

Sale of alcoholic beverages to minors is prohibited.

Sale of alcoholic beverages to persons visibly intoxicated is prohibited.

When all seats in Lounge Car (both at table and in lounge section) are occupied and people standing request service, politely refer them to the dining car or other lounge car in train—if operated.
5. HANDLING OF MEAL CHECKS

(a) Ordering
You must order, on bar page of supply requisition, sufficient meal checks to fully protect service needs.

(b) Drawing
Meal checks are banded in lots of 125, two banded lots to a sealed carton of 250, latter labeled to indicate serial numbers of the checks contained therein. Invoice form, nature and account number, date issued, opening and closing check numbers must be reflected. When drawing checks you must furnish your personal signature and account number legibly written on reverse side of original copy of invoice form and give same to issuing clerk for forwarding to Auditor of Passenger Traffic; duplicate to remain on sealed package. Meal checks are to be drawn with bar supplies from Wine Room.

Should they, on emergency occasion, be drawn from Ticket Receivers, you must show full detail of the transaction on both your A.D. 6408 report and supply report. In such instance you must personally draw the checks and furnish proper identification.

(c) Lot Discrepancies
You must verify the consecutive numbers, as shown on package invoice when drawn! Be particularly careful when accepting and verifying broken packages and apparently intact packages with broken wrappers. Credit claims will NOT be considered after you have signed for acceptance of meal checks.

(d) Numerical Sequence
Meal checks must be used in consecutive number order; use one stock to completion before starting a new series; consume broken lots before opening a new package! This is most important; failure to comply causes clerical confusion.

(e) Protection

16
You are personally responsible for the safeguarding and control of meal checks, and will be held strictly accountable for them. Meal checks must be given the same care as cash—Don't Lose Them!

During service do NOT expose checks to theft. Carry working stock in your uniform pocket and protect balance under lock and key.

At close of service all unused meal checks MUST invariably be removed from car and personally safeguarded!

(f) **Lost Meal Checks**
Checks that become lost or stolen during service must be covered by a notation on your A.D. 6408 report, and detailed written report to your Superintendent (or Assistant Superintendent).

(g) **Soiled Meal Checks**
Soiled or mutilated checks, on which no service entry has been made, must be marked on face “Spoiled—No Service” and included in numerical order with used checks.

(h) **Transfers**
Take precautions to avoid the necessity of borrowing meal checks from one another. However, should an emergency necessitate such a transfer, both parties involved must insert on both their A.D. 6408 and Supply reports, in spaces provided, full information covering the transaction. Always insist upon a receipt as your protection when transferring or relinquishing meal checks.

As a convenience, if desired, unused meal checks, when securely packaged and sealed so that if tampered with in the interim, such mishandling would be readily noticeable, may be deposited at Ticket Receiver’s Office, Dining Car Agencies and Commissaries, for safeguarding between trips and trains. Further, at points where such facilities are not available, you will be privileged to use baggage room facilities (NOT public station lockers) and by submitting
to home commissary from time to time patron’s receipt portion of baggage checks to cover, reimbursement for the checking charge will be made—such receipts to bear your name and date covered. This checking privilege does not comprehend bags, uniforms or other personal effects. Your copy of receipt form A.D. 6203 is to be relinquished when reclaiming such meal check package.

(i) **Recording**

You must show, on Supply Report page provided, the trip accountability of meal checks.

(j) **Service Use—Execution**

In compliance with various State tax laws, State initials, reflected in proper space to indicate whether Breakfast, Luncheon or Dinner is served, number of persons served and waiter’s number Must Be Shown in Proper Spaces On Every Meal Check!

Car number, train number and date need only be reflected on the first and last check for each meal.

The amounts for Food and Bar must be written in proper columns, the columns added and total amount due written in space “Pay Only This Amount.”

(k) **Issuance**

Spend as much time as possible in body of car greeting and seating guests. You must personally issue meal checks to all patrons. Do not give mail checks to your waiters for issuance, except for out-of-car service where you are not free to personally contact the party.

Meals must not be served anyone (except crew personnel) without meal check being issued prior to service!

A separate check must be issued to each patron, unless they request that their orders be combined on one check.

An individual meal check must NOT be used for more than four (4) under any circumstances, as for example, for a party of five
(5), at least two checks are to be used and for a party of ten (10), at least three (3) separate checks must be used. Individual meal checks must be issued to all guests patronizing your car. Only the following exceptions will prevail:

(1) If a lady and a gentleman enter the car together, it is obvious that only one check is desired.

(2) If a lady and/or gentleman with children enters the car, only one check should be presented.

(1) Order Writing.

Employees are STRICTLY forbidden to write meal checks or serve orders given verbally. ALL ORDERS MUST BE WRITTEN ON MEAL CHECKS BY PATRONS. The ONLY exception to this rule is in the case of blind persons or others physically incapacitated or otherwise unable to write; in such instances you only, and not a crew member, may write order on check.

Duplicate portion of meal check is to remain face-up on aisle side of the table during service and until “cashed out.”

Be careful to extend prices and totals correctly! Price extensions and totals must be made in crayon!

(m) Bar Items

Every “Bar” item ordered in connection with meals must be written on check at time of service, separately extended and included in total.

Every “Bar” item ordered between or not in conjunction with meals must be covered by a separate check, issued at time of sale.

The preparation of Balance Bar Checks is Prohibited!

(n) Cancellations

When order has been written, but for some reason service is not rendered, do NOT extend price; show “No Service” on face of check and report circumstances on back of check, over your signature.
If for some reason a check is cancelled after being extended and totaled, show "No Revenue" on face of check and report circumstances on back of check, over your signature.

Such meal checks must bear car number, train number and date.

(o) Corrections
Should portions, prices or total be changed on a check, corrections should be circled and explanation of change written on reverse side of check, over your signature.

Make no Erasures or Obliteration on Meal Checks!

(p) Collection
Waiters when presenting meal checks to you for payment must announce amount of check and also the denomination of bank note tendered; for example: "Three dollars and forty cents out of five" or "Five dollars and sixty cents out of ten dollars."

Insist on waiters using change tray in making collections and returning change to patrons. In the return of change, include coins of the smaller denominations and do not permit your waiters to alter, from their pockets, the change you place on tray for return to patrons. Avoid as far as possible the use of soiled paper money and secure a supply of new bills at terminal points for change-making purposes.

Do NOT permit waiters to make change from their personal monies; they MUST present EVERY check to you with bill for change on cash tray. After patron has settled for service, waiter must immediately turn both money and meal check over to you; do NOT allow waiters to withhold meal checks or money.

Do not allow a patron to wait for a waiter who is absent—cash him out yourself.

6. CLERICAL ROUTINE
Your supply report must be closed at end of each run.
You must abstract bar sales by states, leave tally sheet attached to supply report. Your abstract must balance with bar sales total shown on A.D. 6408 reports, which in turn, must balance with your liquor cut-off in your supply report.

You are required to personally deposit all collections for each train at the end of that train run.

7. CASH FUND

The cash fund furnished you for making change to patrons is subject to checking by authorized company representative at any time, and must be invariably maintained at the issued amount.

Cash fund MUST be returned to your home office when leaving the service, or transferred to another position, or when off duty for five days or more for any reason whatever, or on demand.

8. CAR MAINTENANCE

You must keep the lounge car to which you are assigned, orderly at all times—tables and chairs neatly arranged; floors swept; ash stand servers clean and neatly arranged. Coach Attendants on duty in cars adjacent to lounge cars will be responsible for orderly maintenance of lounge cars while you are off duty.

At night—pick up all empty glasses, bottles, dishes, etc., which are left on smoking stands, window sills and tables, and leave car in general in good order before retiring for the night.

9. SUPERVISION

While you are under the direct supervision of the Dining Car Steward, you must also obey instructions as may be given you, from time to time, by Train Passenger Representatives and Conductors, in line with your duties.
10. ASSISTING PASSENGERS
You are required to assist passengers having assigned seats in lounge car getting on or off your car with their luggage.

11. INTOXICANTS AND NARCOTICS
The personal use, possession or carrying of intoxicants or narcotics by employes while on duty, in quarters or on company property is prohibited and will be considered cause for dismissal.

12. CARRYING OF SUPPLIES.
Carrying of personal food or beverage supplies of any kind, on cars or from or to crew quarters is not permissible.

13. FIREARMS AND WEAPONS
The carrying of firearms or other weapons on person or in car, sleeping quarters or on company property is prohibited.

14. GAMBLING
Do not carry or use dice, playing cards, number or lottery slips, racing sheets, or any gambling device in cars, quarters or on company property.

15. MISUSE OF TRANSPORTATION
Misuse of free transportation issued to you will result in the cancellation of pass privileges and be considered cause for dismissal from service.

16. CHANGE OF ADDRESS
Inform Timekeeper promptly of change in address or telephone number.

17. PERSONAL INJURY
You must report all injuries promptly, no matter how trivial they may seem, to your home commissary. Also make written report of injuries sustained by passengers while in your car.

18. PERSONAL MATTERS
All personal matters must be attended to before
reporting for duty. You must not entertain any personal friends on cars, in stations or enroute.

19. INSTRUCTIONS FOR OPERATION OF RADIO AND PUBLIC ADDRESS SYSTEM

RADIO
(a) Place P.A. and radio main switch in “on” position.
(b) Place train line switch in “on night” position.
(c) Place selector switch on “radio” or “Wire recorder”, as desired.
(d) Place radio switch in “on” position.
(e) Hold monitor switch in “up” position.
(f) Adjust radio volume control.
(g) Turn station selector to station desired—use magic eye and tuning meter to determine when set is properly tuned.
(h) If necessary, readjust radio volume control “6” for proper volume.
(i) Release monitor switch “5”.
(j) If program is to be transmitted through train, place train line switch “2” to “on day” position.
(k) Care must be taken to see that radio is turned off or another station selected when static becomes objectionable.
(l) When bar or kitchen is locked for the night, radio switch “4” shall be placed in the “off” position.

PUBLIC ADDRESS SYSTEM
(a) The P.A. and radio main switch must be in the “on” position.
(b) As the P.A. volume control “A” is set at proper level, it should not be necessary to adjust. However, if the volume is not suitable, then adjust to obtain satisfactory volume. After proper volume is obtained, it will not be necessary to readjust when using the P.A. system.
(c) It is not necessary to adjust radio volume control “6” when using the P.A. system.
To use the P.A. system, it is only necessary to lift the microphone off the hook and start talking at a normal tone of voice; the same as talking on a telephone.

When the bar or kitchen is locked for the night, P.A. radio main switch "1" MUST be in the "on" position so that the P.A. system can be used during the night for emergency purposes, radio switch "4" shall be in the "off" position.

**GENERAL**

At the end of the run, all switches in the radio cabinet shall be placed in the "off" position.

There is a speaker switch located in the air-conditioning switch cabinet of each coach so that the radio or wire recorder program may be turned "off" if the program is not desired in that car. This will not interrupt the P.A. system.

The keys for the microphone cabinet are in the custody of the Passenger Representative, who is instructed to see that they are made available to the Train Conductor on each division, and to lock the cabinets at final terminal.

When any trouble is experienced with the radio or P.A. system, it shall be reported on arrival at final terminal so that repairs can be made before train is again dispatched.

**20. INSTRUCTIONS FOR USE OF RADIO AND PUBLIC ADDRESS SYSTEM**

Comply with Order No. 2865, dated March 24, 1948, or later instructions that may supersede this order from time to time.

**21. TERMINATION OF RUN**

Leave your car in clean, orderly condition.

R. G. ROBINSON
SUPERINTENDENT DINING CAR SERVICE
NEW YORK, N. Y.
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BUFFET LOUNGE ATTENDANTS

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