MANUAL
OF
INSTRUCTIONS
FOR
Parlor Car Attendants
AND
Parlor Lounge Attendants

PENNSYLVANIA RAILROAD
DINING CAR DEPARTMENT

Long Island City 1, N. Y.
October 1, 1957
PENNSYLVANIA RAILROAD
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MANUAL OF INSTRUCTIONS
for
PARLOR CAR ATTENDANTS
and
PARLOR LOUNGE ATTENDANTS

My signature below indicates that I have received my copy of Manual of Instructions for Parlor Car and Parlor Lounge Attendants; that I shall read it carefully and will be governed by all instructions contained therein.

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

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

District...........................................................................

Date.............................................................................
In the operation of the parlor cars and parlor lounge cars on the Pennsylvania Railroad, we have three obligations.

The first, of course, is our obligation to the public to provide the very finest in terms of first-class service in order that travel by parlor car may continue to be preferred to travel by any other means, including air and private automobile. It is only by giving the best service that we may expect people to ride with us again.

The second part of the obligation concerns our Company. We must not only give the best possible service to the public, but we must perform this service in the best manner possible in order that our Company can prosper and continue to provide work for its many employes. As hosts, we must also be salesmen, finding every opportunity of "selling" the best interests of the Pennsylvania Railroad to our traveling public.

The third part of this obligation concerns you as an employe. Team Work, or working together, insures the best possible results, and fosters good will wherever practiced. A close working relationship between employes is an asset to any business.

This Manual outlines, in brief, the description of your duties. Use it as a guide, but consider the Manual as the very minimum requirements, remembering that we represent a way of life; Travel by American Railroads.
GENERAL INSTRUCTIONS

The **Train Conductor** has jurisdiction over all car service employes on cars in his charge and is responsible for their performance and for coordination and harmony between all members of the crew.

You are also under direct supervision of the Steward or Waiter-in-Charge, if one is assigned to the train.

Attendants are required to wait upon passengers, assist them with their baggage, wipe off shoes, keep the car and equipment in orderly and clean condition, attend to all other duties requiring his attention and carry out such instructions as the Train Conductor may give him.

Attendants and other employes assigned to cars serving food or drinks must observe regulations herein stated and also govern themselves in accordance with the instructions of that phase of the business. Full information on State Laws governing the sale of liquors is available and employes must acquaint themselves with the Laws of the States through which they operate.

**Meal Periods.** On short trips of less than 4 1/2 hours duration (New York-Philadelphia-Washington, etc.) Attendants are required to remain on duty continuously throughout the run. On longer trips, such as, New York-Boston and New York-Pittsburgh, Attendants
will be permitted to buy their meals in the diner en route at the standard reduced rates allowed other train employees. Attendants on cars serving food will be furnished meals without charge. Exception—Because train 169 frequently arrives Washington too late for Attendants to obtain lunch in the station before returning on train 142, they may purchase meals on these two trains at trainmen's reduced rates.

**Keys.** You must have parlor car end door key, key to open towel dispenser and linen locker key in your possession while on duty. End door key opens equipment locker, drawing room, end doors and toilets. Lounge Attendants must pick up buffet and padlock keys when they report for duty, returning them at termination of trip. Obtain parlor car keys from commissary headquarters when needed.

**Intoxicants and Narcotics.** The personal use, odor on breath, 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.

**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.

**Change of Address.** Inform Timekeeper promptly of change in your address or telephone number.
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.

Gambling. You must not carry or use dice, playing cards, number or lottery slips, racing sheets or any gambling device in cars, quarters or on company property.

Carrying of Supplies. Carrying of personal food supplies of any kind on cars or from or to crew quarters is not permissible. Personal lunches either brought from home or purchased in the diner or elsewhere for consumption on duty are expected.

Order Book. Read Order Book regularly to keep informed about current orders and instructions.

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 en route.

Personal Effects. The company holds no responsibility for money, checks or personal effects left upon cars at layover points.

Sitting with Patrons. You must not occupy seats with passengers.

Aisle Strips. Each car has an aisle strip which is to be placed on the floor just after arrival at termination station and evenly rolled up again and
stored in car cleaning equipment locker just prior to reception of passengers on outbound trip. This is done to protect the rug. Let your supervisor know when your car does not have an aisle strip.

**Firearms and Weapons.** The carrying of firearms or other weapons on person or in cars, sleeping quarters or on company property is prohibited.

**En Route Duties.** You must stay in your assigned car or cars while Train Conductor and Trainman are lifting transportation, in order to be on hand in case of cancellation or change of seat space to handle baggage. When necessary to leave your car for an extended period arrange for Attendant in charge of adjoining parlor car, if one is in service, to look after the needs of passengers in your car.

**Personal Appearance.** You must be clean shaven and neat in appearance, (no sideburns, mustache, goatee or lip whiskers), shall wear clean linen and maintain proper body hygiene.

**Uniforms.** Only the uniform designated by the Company may be used. Such uniform must be worn while an employe is on duty. It shall not be worn while off duty. The uniform must be kept pressed, clean and in good condition. All employes must wear black socks and black shoes and keep the latter cleaned, polished and in good condition. The employe must wear a clean white shirt and collar and black bow tie. The Attendant shall wear blue uniform
coat and trousers and regulation blue overcoat (when necessary) while receiving at terminals except that during warm weather, white service coat fully buttoned must be worn. Uniformity of appearance is required. While in service, Attendants must keep their coats fully buttoned. Caps should be removed as soon as loading of passengers is completed. During ticket lift with Conductor you must wear your blue jacket or white jacket depending on the season of the year fully buttoned and uniform cap. All attendants are required to wear individually numbered badge on left side of jacket four inches from the edge between the second and third button while in service.
CARE OF PASSENGERS

It is in order during holiday seasons to extend such greetings as "Merry Christmas," "Happy New Year," etc. When answering women passengers, say, "Yes, madam," or "No, madam;" to men, say, "Yes, sir" or "No sir." Passengers must not be addressed as "Chief," "Cap," etc.

The Attendant must station himself at the entrance to his car, facing the direction from which passengers will come. Avoid a poor appearance, such as, leaning on cars, hands in pockets, etc. When two Attendants receive at adjacent openings, each shall cooperate with the other in properly caring for passengers when one is away from the opening or is inside the car. Each employe must know the car designation number and the location of all cars on the train and be able to give specific directions to passengers having space in other cars.

As passenger approaches, the Attendant will call his car number and destination in a clear, distinct voice; for example, "Car 65 for Washington." When passenger indicates his car number has been called, the Attendant shall step forward, at the same time saying, "Good Morning," "Good Afternoon," or "Good Evening," "Sir" or "Madam" whichever the case may be. He shall then offer to relieve the passenger of his coat, baggage, packages, newspapers or anything he may be carrying. The
Attendant shall allow the passenger to precede him into the car, saying "watch your step, please," and direct him to his space.

Attendants must always inform their passengers about club, lounge, observation and dining car facilities and their location on the train. During meal periods when dining cars are in service make meal call in your car indicating location of diner in relation to the car you are in.

You must cooperate with Conductor's orders on reception of passengers at specific station stops.

You are required to close all vestibule and trap doors promptly before departure from each station stop.

At station stops en route, Attendants must open doors whether diagram shows pick-up or not and get out on the ground, place step box in position and be ready to assist passengers. The Attendant shall not assume that passengers will not board at his opening even though the car is short of the station platform. If it is known that passengers will entrain and the car will be short of the station platform, the passengers shall be loaded at a convenient opening on the station platform and assisted to their space.

When passengers board at intermediate points, inform the Conductor as to their location for ticket check.
In every case, make sure that passengers being received are on the right car, on the right train.

Keep vestibule and trap doors closed and latched while the train is in motion. They must also be closed at stations after “all aboard” signal is given before the train starts and not opened until the train stops. When either in open or closed position, they shall be latched securely.

Always place folding type car steps in full open or full closed position. When partially opened, they project beyond the sides of the car and there is danger of damage or injury when clearances are restricted. Operate steps only when car is not in motion.

Passengers’ baggage, clothing, etc. When passengers board cars, securely place the baggage on racks or other available places, lid side up, bend your knees when lifting articles from ground level to alleviate back strain. Do not leave baggage in aisle. Check items that may have been put on racks by passenger to insure minimum over-hang and to avoid possible falling due to motion of train. At no time should heavy or large bags or packages be placed on small overhead baggage racks. Assist the passenger in removing and hanging his overcoat. Fold the coat and place it neatly on the overhead baggage rack.

Baggage that cannot be stored within the passenger’s accommodation may be stored elsewhere, exercising care so as
not to discomfort other passengers or create a safety hazard. Some lightweight cars have baggage compartments which may be used to accommodate excess baggage.

In order to avoid marring the finish on seat ends, passageways, doors to rooms, etc., handle not more than two pieces of baggage at a time. Attendants shall assist Red Caps in taking baggage into cars, when necessary, and see that no damage occurs.

**Handling baggage at destination.** Inquire of passengers whether their baggage is ready to be carried out and then carry it out only when the passenger indicates that it is satisfactory to do so. Baggage is not be collected and left unprotected at end of car or on vestibule platform far in advance of passengers' arrival at destination.

When placing baggage on vestibule platforms, space shall be left for a clear passageway between cars. Do not place baggage on buffer plate.

Unless local regulations provide otherwise, unload baggage before passengers are discharged except under certain baggage checking arrangements. In case of close connection, arrange to have baggage available for passengers who desire to leave the train immediately upon arrival.

Advise passengers, as they leave the train to "Claim your right baggage, please." Attendant assigned to car shall remain on the station platform until all
baggage has been claimed. Unclaimed baggage at termination point of train shall be turned in to the Lost and Found Office. In all such cases, give all details that will assist in return of baggage to the owner. Also notify the Train Conductor. Report all such incidents on Form DC-1.

Lost Articles. Before you detrain search your car carefully. Articles left by passengers must be turned over to the Lost and Found Department at terminating point of train (or your run on the train if some portion of the equipment goes beyond your car destination); take receipt and turn it in to your commissary headquarters.

Telegrams. Do not accept any telegrams or money from passengers for same. Requests to send telegrams must be transmitted to the Train Conductor for handling.

Mail Boxes on observation, club, and lounge cars must be examined frequently and letters, postcards, etc., deposited therein shall be mailed promptly by you. Letters, etc., handed to Attendants by passengers for mailing shall be handled promptly.

Infants’ Milk Bottles. The employe shall care for infants’ food if such request is made by the passenger. Store infants’ milk bottles in the diner, lounge buffet, or club car refrigerator, if possible. In cases where such cars do not continue through to passenger’s destination, or refrigerator is not accessible when food is needed, the employe shall
care for it in his car. The ice bucket must be used, partially filled with ice which may be obtained at passing stations, from the diner or, in emergency, from the ice compartment of the water cooler. The bottle shall be wrapped in a clean towel, fastened to the bucket handle with a cord (obtained from a linen bundle) and immersed so that the top of the bottle is above the water. The bucket shall then be covered with a clean towel and stored in the equipment locker.

Clothing on the person of passengers accommodated in parlor cars need not be brushed unless requested; however, hats, overcoats, etc., that have been in baggage racks shall be taken to passageway and brushed before returning to owners.

The Company will issue to each man a whisk broom, hat brush, shoe shine pads, set of car numbers, flashlight and keys which he is to keep in his personal bag; also laminated name cards for display by Attendants in holders usually located on the door of the electric locker. When brushes become soiled, they should be washed with ordinary soap and cold water, but must be dry before being used. Replacement of worn whisk broom or hat brush may be had on presentation of the old one to headquarters. If you lose them, a charge will be made for new issue.

Passengers’ inquiries regarding length of time at station stops or delays must be answered diplomatically. Employes
shall give only such information as is contained in the current time table for operation of the train. If the train is running late, passengers shall be advised of the scheduled departure time and cautioned not to go away from the train without first ascertaining from the Train Conductor the actual time of departure. When delay occurs to passenger trains, passengers are to be notified as to the cause of delay and other pertinent information. In the event that train is delayed for more than five minutes (except during normal station wait), announcement should be made to the passengers on the train as to the cause and anticipated delay and what arrangements are being made to accommodate passengers to their final destination.

Smoking by passengers is permitted in private room accommodations, wash rooms, smoking rooms and in cars especially arranged therefor, such as, club and lounge car. Smoking is prohibited in the body of parlor cars and swivel chair section of the parlor lounge when that car offers the only parlor lounge service in the train. Parlor lounge Attendants must post “No Smoking” signs in the swivel chair section of their cars when there is no standard parlor car open to the public in the train. Whenever passengers are observed smoking in restricted areas politely request them to refrain from doing so and suggest they go to the lounge section. If they continue smoking, quietly bring the matter to the Conductor’s attention.
When a car is chartered by one party, smoking may be permitted in accordance with their wishes.

Sick. Passengers sometimes get sick after they depart, or what appears to be only a slight “cold” or “bilious attack” on starting becomes a severe disease during travel, and it is necessary to deal with the situation accordingly. In such instances, the Train Conductor shall be notified as he has special instructions for handling such cases. Extreme measures, such as, removal of passengers from car or cutting the car off train will be decided by the Train Conductor.

Passengers Dying on Trains. State laws are specific concerning such cases and it is the Train Conductor’s responsibility to take charge, arrange for confirmation of death by a physician, removal of the body, etc. Personal effects of the deceased must be handled in accordance with Train Conductor’s instructions.

Prisoners and guards must be handled in accordance with railroad regulations. Employes shall not assume the responsibility of guarding prisoners by relieving the guard for sleep, rest or meal periods. Should such request be made, it must be referred to the Train Conductor who will arrange for relief by a railroad special agent.

Complaints. When passengers make complaints, the employe shall attempt at once to correct the condition. You
must inform the Conductor. In all such cases, the employe shall submit a report on Form DC-1 giving all facts to his Superintendent even though the matter was handled to a satisfactory conclusion.

Passengers Offensive to Others. The Train Conductor shall be notified and his instructions followed in every case where passengers refuse to conform to the regulations of the Company or conduct themselves in a manner offensive to others. Passengers who are obviously intoxicated must be assisted through the train by the Conductor or Attendant and watched until properly located in their space. The Train Conductor shall be notified in all such cases. Arrange transfer to other accommodations, if available, in cases where passengers are disturbed by misbehaving or intoxicated passengers. Passenger’s request for transfer under such circumstances must be complied with immediately if space is available. Report all such incidents on Form DC-1.

Call Bell System. Each car is equipped with a call system whereby a bell or chime will sound when call button, located in each of the accommodations, washrooms, at end doors, etc., is pushed. The location from whence the call is made will be indicated on the annunciator. Always be alert to the sound of the call bell and answer calls promptly. Clear call board each time you respond to patron signal.

You are responsible for seeing that
your passengers are discharged at correct destination with their proper luggage.

The Attendant must locate and inform passengers at least 10 minutes before arrival at destination.

When approaching terminals or important stations where several passengers are to be detrained, the Attendant assigned to the car shall announce the station and designate end of car from which passengers will leave.

At intermediate stations, ascertain from Train Conductor if car will reach station platform for discharge of passengers. If not, notify the Train Conductor and arrange for discharge of passengers and their baggage from car alongside platform.

Train Conductors shall be notified in advance of all cases where passengers will need wheelchairs or ambulances so that they may be ordered.

Local regulations regarding the location of employes when discharging passengers at terminals must be respected.

The Attendant who, because of negligence or for other reasons, detrains passengers or their luggage at other than their correct destination or whose passenger's baggage is lost, shall inform the Conductor and make a detailed report on Form DC-1, giving pertinent facts to his Superintendent upon completion of trip.
Blind Passengers with Guide or Leader Dogs. Where a totally blind passenger who is accompanied by a dog, specially trained as guide or leader, applies for seat space, a separate seat in a drawing room, compartment or other type of enclosed accommodation, when available, will be furnished to such persons upon collection of the regular rate by the Train Conductor.

If room space is not available, the dog must be carried in the baggage car, except in States hereinafter listed.

Exceptions are the following States where the laws provide that a blind passenger, when traveling between points within the State, (but do not cross a State line) may have his dog in his immediate custody in seat space, as well as in rooms, under the conditions specified. Even in these States the blind passenger should be requested to accept accommodations in a room, if available. If passenger does not wish to occupy such accommodations, he may be assigned to a seat in body of car and allowed to retain the custody of his dog. Care should be exercised to prevent the dog from remaining in the aisle or interfering with the rights of other passengers:

Connecticut Dog must be muzzled.
New York Dog must be muzzled.
Pennsylvania Dog must be leashed and muzzled.

Similar laws to those in States mentioned, enacted in Ohio, Rhode Island
and New Jersey, do not apply. Therefore, a blind passenger cannot have the immediate custody of his dog in open section or seat space in those three States.

Holders of seat space are not permitted to have dogs or other animals in the body of car. If seat passenger is found en route violating this regulation, animal(s) must be immediately removed.

SANITATION

Cars must be sanitary in order to be safe. The desire to keep them so has resulted in adoption from time to time of various rules affecting service procedures. These rules have sometimes originated with public health authorities and sometimes with Company officials. From whichever source they have come, their compliance with is of importance in protecting the public health, and it is necessary that they should be fully understood and carefully followed out. Keep yourself informed on dishwashing and general sanitation procedures.
CARE OF CARS,  
EQUIPMENT AND SUPPLIES 

It is the Attendant's duty to keep the interior of the car, including vestibules in a clean and orderly condition at all times while en route. The Company provides equipment to be used by Attendant for cleaning purposes and after use, such equipment must be returned to the proper locker.

The clean linen locker door must be kept closed at all times except when necessary to secure linen or other supplies.

The electric locker contains electrical apparatus and must not be used for storage of equipment of any kind, including trainline. Air-conditioning and draining instruction cards are carried in holders on the inside of the electric locker door.

Employes must always take precautions necessary to protect linen from theft. Before leaving car, be sure that all clean linen is in the linen lockers and that locker doors are locked.

Dispensers shall be supplied with paper towels, drinking cups, matches, etc., before reception of passengers. Toilet paper shall be placed in the ladies' room, smoking room and drawing room annexes. Replace en route as needed.

Hotel red book, telegraph blanks and time tables shall be placed in pocket provided therefor in passageways of parlor.
lounge cars prior to the reception of passengers.

Display Dining Car sign when dining car is open for service. This sign, which reads: "Dining Car in opposite direction," shall be hung at the end of the aisle farthest from the diner.

Numbers and Letters. Place car designation numbers in racks provided on both sides of end doors, as well as side windows. There will be an extra set of numbers carried on each car and by each Attendant. Supply will also be maintained in Dining Car Agencies for emergency withdrawal.

Practice economy in use of supplies and equipment.

Adjustable seats shall be in "First Position" for reception of passengers.

Regardless of type, ash trays shall be cleaned frequently, however, they must not be emptied into anything made of or containing inflammable material.

Tables shall be furnished to passengers upon request and must be wiped clean on both sides, using wet cloth if necessary, before being placed into position.

During daylight hours, place window shades in passageways of all cars approximately 12 inches from the top. Window shades in the passageways must not be left in such position that passengers taking hold of window guard rails strike thumb piece of the shade
with their hands. Shades of windows accommodating car numbers shall not interfere with the visibility of the numbers from inside and out.

In hot weather, the shades on the sunny side of the car may be pulled all the way down.

On deadhead equipment, during daylight hours, raise sufficient number of shades in passageways and in the body of the car to provide ample light.

**Washroom Curtains.** To be hung at entrance to men’s and women’s washrooms on cars where required before reception of passengers. If hooks are missing or curtains frayed or need cleaning, make notation on repair form MP217A.

**Vestibule curtains** shall be fastened by the Attendant when cars are coupled together. They shall be unfastened before cars are uncoupled and also upon completion of the trip after passengers have been discharged. Each Attendant must see that the vestibule curtains at both ends of his car are fastened or unfastened as required.

**Draw the tailgate** across any unprotected openings when cars are in trains, being switched en route, or standing in station. Latch the tailgate whether in open or closed positions. Each Attendant is responsible for handling the tailgate at both ends of his car.

**Step Boxes.** Place the STEP BOX for use by passengers when the distance
from the lower step of the car to the station platform or ground is 12 inches or more. The step box shall be carried; never thrown or dropped into position. When placed for use, it shall extend lengthwise to the car step and rest firmly and evenly. When car is in service, the step box is carried on the vestibule platform close to vestibule door. If the step box is lost or left en route, the porter shall report the matter to home commissary promptly so that recovery and/or replacement can be arranged. When the car is not in service, the step box is carried in men’s washroom under basins to prevent employes falling over it. In cars that do not have large washrooms, the step box shall be stored in an end room.

Flashlights are issued to each Attendant for use in emergency and must be available to them at all times while on duty. Employes shall see that the flashlights are maintained in good operating condition at all times and shall report defects, burned-out bulbs, exhausted batteries, etc., to the Headquarters for correction or replacement. If you lose your flashlight, charge will be exacted for new issue. Confine use of flashlights to the inside of cars. Do not use outside of cars as flash interferes with trainman’s signals and may prove dangerous!

First aid kits will be carried in each buffet lounge car. Promptly report in writing when any of the first aid items are used, so that they can be replaced.
To prevent theft of equipment and supplies, Attendant shall see that all equipment is placed in proper lockers and that such lockers and end doors are locked at the end of the trip.

**Water System - Watering Cars.** Employees shall see that cars are supplied with water prior to departure from terminals and at the watering stations en route.

**Hot Water.** The Employee must test for hot water prior to reception of passengers. If no hot water is available, make immediate report to the Conductor so that he can arrange for steam to be furnished. When adjustments are needed in air-pressure, tanks need flushing, etc., make notation to that effect on repair report MP217A.

**Water Coolers - Icing of, etc.** Ice compartments of water coolers are filled by yard employees at terminals but must be filled by Attendants at icing stations en route. Attendants shall use ice bucket to procure ice which is furnished in pieces small enough to be accommodated in ice compartment. Large chunks of ice must not be carried into the car. If ice is not furnished in pieces small enough for coolers, make report to Headquarters for correction. Do not use ice compartments as coolers for food or beverages. Ice buckets, when not in use, shall be stored, bottom up, in the equipment locker.

Some lightweight cars have coolers which are iced from the outside by rail-
road employes. Such cars are equipped with a water-circulating pump. When setting up the car, the Attendant shall start the circulating pump motor by pushing the control button located at the left side of the cooler cabinet in the passageway. If the button later is found tripped out, the Attendant shall "reset" button by pushing it in again. Shut off at end of trip.

Some cars are equipped with a mechanical refrigerator to provide drinking water at passageway faucet and in some cases to faucets located in each accommodation. Upon taking charge of the car, water cooler switch must be turned on to assure an adequate supply of chilled drinking water being available to passengers. Shut off at end of trip.

Cars shall be kept clean and well ventilated at all times while en route. Pay particular attention to lounges, observation rooms, smoking rooms and toilet rooms, ash stands and trays, cuspidors, etc.

Space vacated en route shall be thoroughly cleaned immediately so it will be ready for occupancy at any time.

Wash rooms shall be given special attention. Attendant must check washrooms frequently, to see that they are in first-class condition. Women's dressing rooms require particular attention and employes shall inspect and clean them frequently, maintaining supply of towels, etc. Employes must announce entry to ladies' dressing room by use of
the buzzer or door knocker and saying, "Attendant, please." The entry door to the ladies' dressing room shall be in the open position while the employe is cleaning, etc. Maintain an adequate supply of paper towels, toilet tissue, soap, etc., in proper containers at all times. Wash basins, mirror, and toilet shelves shall be maintained in a clean condition. Hang "Out of Order" signs on door knob of toilet rooms at any time the room is not useable.

Disinfectants and Deodorants. A jug of disinfecting and deodorizing solution is carried in the equipment locker of each car. This liquid will kill bacteria or germs when it comes in contact with them. It will also destroy bad odors. It should be used with judgment whenever there is any occasion for it.

Cuspidors shall be cleaned as often as necessary, using dampened paper which should be thrown away. Cuspidors must always contain a small amount of water equal to approximately three drinking cups full. One extra cuspidor is carried in the equipment locker for use in emergencies, in the event a passenger becomes ill, etc. If used by coughing passenger, use disinfectant solution in sufficient amount to cover the bottom of the cuspidor.

Trash and other litter is to be collected constantly while en route. Bags of trash shall be kept in the equipment locker, out of passengers' sight while en route. After passengers have de­trained and before you leave your car
on termination of run, place trash bag outside of locker for pick-up by maintenance forces. Trash, newspapers, used cups, garbage, bottles, etc., shall not be thrown or swept onto the railroad right-of-way.

Sweeping. Use broom and dust pan for gathering up ashes, matches, cigar and cigarette butts, and other rubbish from floor. If properly used, they will not raise an appreciable amount of dust. When not in use, they shall be set out of the way so as not to be a safety hazard.

Use large brooms for cleaning off the vestibule and steps when necessary and when interior cleaning is done by Attendant at outlying points after car has been vacated. Do not use the large broom for dry sweeping of car interior or smoking room when car is occupied. Do not sweep any dirt or refuse off trains while en route or on station platform while in terminals.

Dusting. Keep window ledges and cappings, and passageway walls free of dust, lint, etc. Use the dust rag for this purpose. Clean rags for dusting will be provided and stored in the equipment locker. Dust must not be stirred into the air and the dust rag shall not be shaken in the car. Place dust rags which are too soiled for further use with soiled linen for laundry handling.

Mopping. Uncarpeted floors inside of cars are to be mopped. Use mop and wringer bucket with water which shall
be drawn from the Attendant's faucet under washstands or in public toilet. Mops, cloths or brooms must never be moistened in the water of the toilet hopper. Soap or deodorizer shall not be added: clear water only is used. Floors shall be mopped thoroughly dry at once so that surface will not be slippery. When passing through car to mop at opposite end, the mop shall be carried in the bucket.

The floor of the toilet room must be mopped last to avoid germs on that floor being spread to other floors. After it is rinsed and wrung dry, place the mop in the car cleaning equipment locker, head end up. Store mop and wringer bucket in the equipment locker when not in use.

Toilet room floors that have offensive odors may be sprinkled with disinfectant deodorizing solution and wiped with an old cloth or paper which shall then be thrown away. No large amount of the disinfectant deodorizing fluid should be left on the floor because of its pungent odor and because it makes the floor slippery. If sputum, vomit or other discharges get on the floor, or on the furnishings, moisten the place with the disinfectant solution before trying to clean it up. Use a rag, wet with this solution, to wipe up the discharge. Discard the rag after such use.

Keep vestibules clean at all times. Hand railings and under side of trap doors are to be wiped with the dust cloth immediately before receiving and/or discharging passengers. Carefully
sweep cinders or other refuse through openings over buffers or off the vestibule at station stops. Exercise care so as not to sweep such dirt onto people on the station platform. Mop vestibule platform when need therefor is indicated but it shall be wiped dry immediately thereafter to prevent accidents from slipping. **Vestibules must not be mopped in freezing weather.**

Care of Toilets - Flushing, etc. Toilet room doors must be locked and toilet shall not be flushed while cars are standing in stations unless soil cans are provided. This is also true while cars are passing over certain "watersheds" which are areas that drain into reservoirs for domestic water supply. Attendants will be given special instructions locally regarding location of such watershed areas. Toilet room doors must also be locked and toilets shall not be flushed by the employees when locking or unlocking doors prior to arrival at or leaving restricted areas. If toilets are occupied until too late to flush before arrival at terminals, they must be flushed in unrestricted areas after car leaves station and before arrival at coach yards.

Toilets shall be inspected frequently and hoppers cleaned when necessary. **Use disinfectant (deodorizer) solution** in hoppers to destroy bad odors when this cannot be accomplished by flushing.

Bottles or anything likely to damage hopper bowl shall not be thrown therein.

**Care of hopper, hopper chutes, basin**
and cooler drains, etc., during freezing weather. During freezing temperatures place a small quantity of salt in all hopper chutes, basin and cooler drains, etc., at intervals of every two hours or so, to reduce the possibility of these facilities being frozen. Passengers in rooms must not be inconvenienced but the same procedure shall be followed with drains and hoppers in rooms when passengers are in the diner, lounge, or otherwise absent. When placing salt in wash basin drains, the basin shall be washed out thoroughly each time. A small bag of Rock Salt will be kept in the equipment locker during period December 1st - March 31st.

Each car is equipped with a fly swatter. The Attendant shall use it to kill flies or other insects that may get into cars at any time.

Vermin, roaches, mice, etc. The extermination of vermin, roaches, mice, etc., requires special treatment. Any evidence of or complaints regarding them shall be brought to the attention of the Headquarters immediately.

Fire. It is important that every precaution be taken to prevent fires in cars. Keep the space under washstands and storage places clean and free from oily waste and combustible material of any kind.

The Attendant shall make certain he understands the operation of the fire extinguishers or call upon Supervisor for instructions. Before using fire extinguishers in air-conditioned cars, shut
off the blower fan and exhaust fans and close all fresh air intake damper controls.

Use of alcohol or oil lamps or stoves in parlor or parlor lounge cars is prohibited under all circumstances.

Slid flat wheels, hot boxes, etc. Every case of rough riding, hot boxes, etc., shall be reported immediately to the Train Conductor. Also report each such case in writing to Headquarters, giving information regarding the extent of damage, when and where it occurred, etc., on form DC-1. All defects on cars and equipment must be immediately entered on defect report MP217A.
INSTRUCTIONS FOR OPERATING HEATING AND AIR-CONDITIONING EQUIPMENT

COOLING

Basic Instructions For Operating Cooling System

1. Close MAIN LIGHT SWITCH.

2. Turn on BLOWER FAN SWITCH and PUMP MOTOR SWITCH, if so equipped.

3. Set A.C. CONTROL SWITCH:
   Day - 76°  Night - 71°
   Set in NIGHT position during the day, if necessary for comfort.

4. Set INLET GRILLES in all rooms to OPEN.

5. Set EXHAUST GRILLES in all rooms to OPEN.

6. Set FRESH AIR INTAKE in vestibule to OPEN.
   Reduce fresh air when weather is extremely hot.

7. Set FRESH AIR DAMPER lever to HALF-OPEN.
   If car is equipped with ROLLER CURTAIN, set curtain half-way across grille.

8. Keep SHADES DOWN on sunny side of car to aid cooling.

9. After passengers have been discharged: Set all controls - OFF.
Cooling Failure

IN THE EVENT THAT THE CAR SHOULD FAIL TO COOL, take the action as shown under the particular system as indicated on panel. If condition is not corrected, report same on MP217-A defect report.

Pullman Mechanical

1. TEST FUSES on A.C. Control Panel. (Be sure A.C. controls are OFF).

2. See that OVERHEAD HEAT, FLOOR HEAT and EXTRA HEAT VALVES are OFF.

3. Try another setting of A.C. Control Switch.

4. Test large (duplex) and small (field) GENERATOR FUSES in Electric Locker.

Ice Activated

1. Check COOLING VALVE (By-Pass Valve). If stuck, set in ON position manually.

2. Set A.C. SELECTOR SWITCH to OFF for five minutes. (System may be air bound).

3. TEST FUSES on A.C. Control Panel. (Be sure A.C. Controls are OFF).

4. Try another setting of A.C. CONTROL SWITCH.

5. See that OVERHEAD HEAT, FLOOR HEAT and EXTRA HEAT VALVES are OFF.
5. Test large (duplex) and small (field) GENERATOR FUSES in Electric Locker.

7. Have passing point check ICE AND WATER in boxes.

Electro-Mechanical

1. Push RESET BUTTON and hold for fifteen seconds.

2. TEST FUSES on A.C. Control Panel. (Be sure A.C. Controls are OFF).

3. See that OVERHEAD HEAT, FLOOR HEAT and EXTRA HEAT VALVES are OFF.

4. Try another setting of A.C. SELECTOR SWITCH.

5. Test large (duplex) and two small (field) GENERATOR FUSES in Electric Locker.

If You Did Not Correct Failure:
(All Systems)

1. Wire passing point: (Western Union) Car number, train number and nature of difficulty encountered.

2. Set Dampers and Controls to CONSERVE COOLING if car does not cool as well as others in the train.

3. VENTILATE CAR if cooling fails completely. (See "Air Out").

4. Transfer passengers, if possible.
5. Give complete information on MP-217-A defect report.

HEATING

Basic Instructions
For Operating Heating

1. Close MAIN LIGHT SWITCH.

2. Turn on BLOWER FAN SWITCH.

3. Set AIR-CONDITIONING CONTROL SWITCH in HEATING position. Maintain temperature as follows:
   Day - 71° Night - 65°
   NOTE: Use EXTRA HEAT only if necessary to maintain proper temperature.

4. Set INLET GRILLES in all rooms to OPEN.

5. Set EXHAUST GRILLES in all rooms to OPEN.

6. Set FRESH AIR INTAKE in vestibule to OPEN.

7. Set FRESH AIR DAMPER LEVER to HALF-OPEN.
   If car is equipped with ROLLER Curtains set Curtains half-way across grille.
   NOTE: Reduce FRESH AIR when weather is extremely cold.

8. After passengers have been discharged:
   LIGHT SWITCH—OFF
   BLOWER FAN—OFF
A.C. CONTROL SWITCH—FIRST HEATING POSITION

Heating Failure

IN THE EVENT THAT THE CAR SHOULD FAIL TO HEAT OR SHOULD BECOME TOO WARM, take the action as shown under the particular system on panel board. If condition is not corrected, report same on MP217-A defect report.

Magnetic Heat

Found on standard cars and a few early built lightweight cars. It may be recognized by toggle switches on the panel and heat valves mounted in the floor.

1. If RED LIGHT BURNS:

(a) Place all Toggle Switches in MANUAL.

(b) Place Toggle Switches in AUTOMATIC one at a time until Red Light burns.

(c) Place Toggle Switch of Stuck Valve in MANUAL.

(d) Place remaining Toggle Switches in AUTOMATIC one at a time. If Red Light burns again, place that Toggle Switch in MANUAL and continue until all Toggle Switches have been operated.

(e) Free Stuck Valve or Valves as indicated by Toggle in MANUAL (location of Valves may be ob-
tained from card in Electric Locker).

(f) If a Stuck Valve again sticks, set Toggle in MANUAL and regulate Valve by hand.

2. Check Position of all FLOOR HEAT and OVERHEAD HEAT VALVES.

3. TEST FUSES on A.C. Control Panel. (Be sure controls are "OFF").

4. Try another setting on A.C. CONTROL SWITCHES.

5. Check position of EXTRA HEAT VALVES. (Rooms, Body of Car, Smoking Room and Ladies Room).

6. Ask Train Conductor to have REGULATORS under car checked at passing point.

7. Ask Train Conductor to check the STEAM PRESSURE in trainline.

Zone Heat

Will be found only on lightweight equipment and is readily recognized by the Manual—Automatic Handle found in each room and the Heat Valves being mounted above the floor.

A. If car becomes too cold:

1. Try another setting of A.C. CONTROL SWITCH.

2. Turn A.C. CONTROL SWITCH OFF and ON several times.

3. Ask the Train Conductor to see that SUFFICIENT STEAM is being furnished.
4. Set OVERHEAD HEAT VALVE in ON position manually.

5. Check setting of THERMOSTAT SWITCH in room or rooms not heating.

6. Set FLOOR HEAT VALVES in ON position manually where required.

B. If car overheats:

1. TEST FUSES on A.C. Control Panel. (Be sure controls are "OFF").

2. Try another setting of A.C. CONTROL SWITCH.

3. Set OVERHEAD HEAT VALVE in OFF position manually.

4. Set FLOOR HEAT VALVES in OFF position manually where required.

5. Adjust VENTILATION for more fresh air.

If You Failed To Correct Failure: (All Systems)

1. Wire passing point: (Western Union)

2. Transfer passengers, if possible.

VENTILATION

Through Dust Storms

Blower Fan—HIGH
Fresh Air Lever—OPEN
Damper Rod—OPEN
Roller Curtain—Fully extended
Exhaust Vent—CLOSED
Exhaust Fan Switch—OFF
(lightweight only)
Exhaust Damper—CLOSED
(lightweight only)

To “Air Out” Car

Blower Fan—HIGH
Fresh Air Lever—OPEN
Damper Rod—OPEN
Roller Curtain—Third Notch
End Doors—OPEN (Only if weather is not too cold)

Conserve Heating
(Whenever car is off steam)

Blower Fan—OFF
Fresh Air Lever—CLOSED
Damper Rod—CLOSED
Roller Curtain—Rolled up

Through Tunnels

Blower Fan—LOW (OFF if not LOW)
Fresh Air Lever—CLOSED
Damper Rod—CLOSED
Roller Curtain—Rolled up
Exhaust Fan Switch—OFF
(lightweight only)
Exhaust Damper—CLOSED
(lightweight only)
Conserve Cooling
(When standing in Station)

Blower Fan—LOW
Fresh Air Lever—CLOSED
Damper Rod—CLOSED
Roller Curtain—Rolled up
(If car becomes too warm—"Air Out")

In Case Of Fire

1. Blower Fan—OFF
   Exhaust Fan—OFF
   Room and Body Fans—OFF
   All damper controls—CLOSED
2. Send word to Train Conductor.
3. Attempt to extinguish fire with fire extinguisher.
   NOTE: Get all passengers out of car if fire cannot be quickly extinguished.
4. Set baggage out of car.

MP217-A Defect Report

It is important that men in the yards get to the cause of trouble as quickly as possible because quite often the layover of the car in the yard is limited. You can greatly aid them by giving complete information on the Defect Report. Notations on the Defect Report such as, "Car does not heat," or "Car does not cool," are of little value when attempting to determine the cause of failure.

Frequently a car will be reported repeatedly as not heating or cooling properly and although the yards have made a complete check of the car they find nothing wrong. Eventually it de-
velops that the car heated or cooled "off and on" during the trip, as a result of a movement of the car, which affected the controls, but would not be evident when the car was standing.

Give the answers to these questions:

**Heating Failure**

1. Did car overheat or underheat?
2. Was there sufficient steam on the train?
3. Which part of the car had trouble?
4. Which heat valve was sticking?
5. Did "red light" burn evenly when valve was operated manually?

**Cooling Failure**

1. What was inside and outside temperature when failure occurred?
2. What fuse was blown (if any) en-route? (Name of plug fuse is marked above fuse receptacle.)
3. Did cooling operate on one setting of A-C Control Switch but not on other?
4. Did pushing a reset button correct the failure?

**Light Failure**

Maintenance of good voltage on the batteries is an important part in the operation of the Air-Conditioned System, therefore, whenever the green generator light is out the following pro-
Procedure should be followed: (Be sure main light switch is CLOSED)

1. Check main generator fuse.
2. Check field fuses.
3. Wire to passing point for repairs.

NOTE: Conserve Power by turning OFF any lights not required by passengers. In deadhead movements use minimum lighting.
SAFETY

Safety is an integral part of our operation. The Pennsylvania Railroad Company is committed to the safety of its patrons and employes. You are required to understand and have a thorough knowledge of the Safety Rules governing Dining Car Department employes.

Boarding or alighting from moving trains and opening vestibule doors while car is in motion are dangerous practices and strictly prohibited.

Instructions regarding the handling of vestibule and trap doors, step boxes, tailgates, baggage, etc., are designed to prevent injury to employes and passengers, therefore, it is extremely important that car service employes operate safely in accordance with these instructions.

Personal Injury

Promptly obtain first aid or Medical attention for all personal injuries. Report such injuries immediately to the Train Conductor no matter how trivial they may seem. Also make a complete personal injury report to the nearest Dining Car Agency or Commissarial Representative upon arrival termination point.

Injuries to passengers must also be reported to the Train Conductor and in writing to your District Superintendent on form DC-1.

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Termination of Run

(a) Remove from lockers all soiled newspapers, rags and any other debris not belonging in the locker. Leave rubbish in large paper bags in front of locker. Leave soiled linen properly bagged in the linen locker.

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

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

(d) Remove car numbers from holders and return to equipment locker. Those you carry are for emergency use only.

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

(f) Remove headrests from chairs.

(g) Unhook vestibule curtains before leaving car at end of run.

(h) Lay aisle strip.

(i) Before detraining at termination of run, lock end doors. All individual electrical and main switches are to be in the OFF position.

(j) Check out with Crew Clerk or Dining Car Agent before going home.

All other details including space assignments will be handled in special orders.
TICKET OFFICE DIAGRAMS showing the seating accommodations of cars, are prepared in ticket offices and reservation bureaus. As space is sold or reserved, the consecutive number or reservation code letter and number of the ticket sold for the accommodation assigned is entered in the corresponding space on the diagram. Ticket Agents' office diagrams must be picked up at all points where space is sold. You must not make any erasures or alterations on the face of the ticket office diagrams, but you may use the reverse side thereof to show destination of passengers and number of persons occupying space, thus preparing what is commonly known as a WORKING DIAGRAM - EXCEPTION: The ticket office diagrams received at 30th St. Station, Philadelphia, because of the "Intelect" system, will ONLY SHOW UNSOLD SPACE in lieu of space sold. At New York, you will receive a new type diagram which will be completely blank as far as New York held space is concerned. It will show, however, space regularly assigned for sale at intermediate points, Philadelphia, Harrisburg, etc.

Additionally, you will receive at train-side, with the diagrams, coupons in three forms. Attendants in parlor car service will receive—
1. Half-coupons (small) showing space sold to passengers boarding at points beyond Newark, New Jersey, or east of New York on the New Haven Railroad. From these half-coupons you must record, on your working diagram, the boarding point of the patron and the destination as well, using initials or abbreviations as you are accustomed to doing. These half-coupons then have no further use except they must be turned in at the end of your run affixed to your diagrams.

2. You will also receive whole coupons, one for each piece of completely unsold space available for assignment at trainside or en route. When a passenger approaches you for space, you will merely hand him one of the whole coupons and say, "please take (for example) seat 10 in car 531 indicated on this coupon." The coupon then has no further use and you need not make any entry on your working diagram until the ticket lift is made. All whole coupons not issued to passengers desiring space are to be turned in at the end of your run with and affixed to your diagrams.

YOU SHALL KEEP WORKING DIAGRAMS CORRECTED AT ALL TIMES, as changes occur, to indicate space occupied, sold or reserved as well as number and destination of passengers of each individual accommodation. In order to expedite handling en route requests for seat space your working
diagrams (reverse side of ticket office diagrams received at initial terminal) should be so marked to indicate at a glance what you have to offer. If, for example, leaving New York your ticket office diagram reflect for seats 27 and 28 — wired Philadelphia — we suggest you enter on your working diagram (reverse side) “O to P” in 27 and 28 which means “open to Philadelphia.” You then can tell quickly that these two seats are available to passengers boarding without advance reservations who are not going beyond Philadelphia. Of course, because there are two stops in Philadelphia your code letter for North Philadelphia would be “NP”. The same system can be used in the case of “no shows.” If the ticket office diagram indicates a ticket number in a space and the passenger is not on the train when the ticket lift is made, your working diagram should be marked to indicate this space is available for reassignment. The working diagram may be shown to passengers, upon request, when necessary to explain why space desired is not available.

When the train conductor seats passengers in parlor cars because of lack of space in the coaches, they shall be located in vacant space in such a manner as to prevent inconvenience to passengers holding first-class tickets. They must not be seated in space that has been sold. Accommodations reserved in the name of a passenger and accommodations for which tickets have been sold but not claimed by passengers
must be held until train has left the station. After these requirements have been met, such space is again available for sale. Passengers' request for space shall be taken care of in the order of application if the desired accommodations are or become available. DO NOT ASSIGN SEAT SPACE IN THE LOUNGE SECTIONS OF PARLOR LOUNGE CARS UNLESS ALL PARLOR CAR SEATS ON THE TRAIN ARE OCCUPIED OR RESERVED.

SPACE ASSIGNED OR RELEASED TO ANOTHER INTERMEDIATE STATION shall not be assigned to a point beyond that station unless you are notified it has been released.

DUPLICATE SALE OF SPACE — When a duplicate sale has been made, you must make every effort to satisfy both parties by furnishing similar accommodations, if available, and if necessary, a higher valued accommodation may be furnished without additional collection. Examine tickets and diagrams carefully to ascertain whether duplicate sale is due to mis-marking, presentation of ticket on a different date or train than for which sold, or if the same space was sold more than once. Where seat accommodations are not available in parlor cars, seat space may be furnished in drawing rooms or other enclosed accommodations. A supply of forms for reporting duplicate sales of seat space are available at all headquarter points. The forms are self-
explanatory. Complete one form for each duplicate sale you encounter. Only the original is required, therefore, you need not prepare any copies.

ASSIGNMENT OF SPACE AT TRAIN SIDE AND EN ROUTE—When only one straight parlor car or one parlor lounge is in service, the attendant will control and assign available space. When one parlor lounge and one straight parlor car is in service the PARLOR ATTENDANT will assign space in both cars. If two straight parlor cars, the attendant from the car nearest the diner will assign space in both cars. If three cars, the parlor car attendant from the car nearest the diner will assign space in the three cars. When more than three cars are used an attendant-in-charge (without car assignment) will be assigned. When two or more cars including the parlor lounge are in service the attendant, or attendant-in-charge, (if four or more cars are operated) handling space, will wear an arm band bearing inscription “Space Assigner”. Arm bands will be worn on right or left sleeve, depending upon which direction passengers are approaching. Space assigners will stand with their backs to the train with arm band on sleeve nearest the loading stairway or gate.

The attendant or attendant-in-charge assigning space, carrying all diagrams, will make himself available to the trainmen when the ticket life is made in the diner, arranging in advance with the
trainmen when they will require your services.

1. When parlor car space on a train is confined to the parlor lounge car, the lounge attendant will accompany trainmen when the ticket lift is made in the diner and the lounge car.

2. When a parlor lounge and a straight parlor car operates, the parlor car attendant will accompany trainmen when the ticket lift is made in the diner, lounge and parlor car. While the ticket life is under way the lounge attendant will answer the bell calls and look after the service requirements in both cars.

3. When a lounge car and two straight parlor cars are in service, the parlor car attendant assigned to the straight parlor car nearest the diner will accompany trainmen while the ticket lift is being made in the diner, lounge and his own car. When the lift is completed in his car he will hand the diagram for the other parlor car to the attendant assigned who will then accompany the trainmen for the balance of the Parlor Car lift. The first attendant must remain with the trainmen however, until the other attendant meets and relieves him. While the first attendant is occupied in the diner and lounge the second attendant will answer the bell calls and look after the
service requirements in both parlor cars.

4. If two or three straight parlor cars only are assigned, instructions outlined in Paragraph 3 will be observed. Again, the attendant, transferring the diagram or diagrams to another will not leave the trainmen making the lift until relieved by the next attendant. Also, when the first attendant is in the diner the attendant of the next car must look after the service in both cars.

When parlor lounge attendants are assigned to work in charge as Space Assigners they will retain and control all ticket office diagrams. They will, immediately after the initial ticket lift, issue "Destination Cards" to each parlor car and parlor lounge attendant showing the detraining point of each passenger. These cards must be kept current and corrected after each station stop. Use initials of cities to expedite preparation, i.e., "NY" for New York, "Ph" for Philadelphia, "Wlm", "Wash", etc.

On the CONGRESSIONAL, Trains 152 and 153, the parlor car ticket lift is made by two trainmen—one starts his lift in the diner and the other in the observation car. Each continues until they meet somewhere near the middle of the parlor car block. Two Space Assigners will be assigned to this train, one to work with each trainman, keeping the diagrams current and assigning
space to passengers who have not made advance reservations. Space Assigners will determine from the trainmen before departure from New York and Washington just which cars each will handle to insure proper diagrams being available during the ticket lift. It is not possible to determine in advance just where the ticket lift split will terminate, therefore, the space assigners must remain with the trainmen until they do meet. Because of this, one space assigner may not have the diagram for a car where the ticket lift is being made. When this situation occurs, the space assigner must make notes (using a destination card for this purpose) and correct the working diagrams when he meets the other assigner who will be carrying the diagram for the particular car or cars involved.

When Train 152 is ready to receive passengers, both Space Assigners are to be located at the train side entrance of the rear parlor car (where the diagrams will be delivered to them) to assign space. On this train it will be advantageous to locate passengers boarding without space, as far as possible, in the four head cars. After leaving Wilmington, the rear space assigner will inform the front man the available space in the rear cars so that Philadelphia passengers may be sent back for assignment of seats. During the 30th Street Philadelphia stop of Train 152, the front space assigner should be located near the stairway and the other should remain on the platform in the rear.
The same procedure should be observed on Train 153, except at New York both space assigners should be located on the platform by the door of the head parlor car until leaving time.

To enable space assigners to record unsold space readily and expedite handling train side and en route requests, we have available a supply of "AVAILABLE SPACE" MEMORANDUM CARDS. These cards will have several blank columns with space for car designation numbers at the top. The vacant seat numbers in each car can be recorded quickly in the proper columns and crossed off as assignments are made. These cards will be extremely useful on the CONGRESSIONAL and other heavy parlor car trains.

Space assigners, when not occupied otherwise, will assist the lounge car attendants in handling baggage at station stops and in rendering beverage service en route.

Attendants-in-charge will accompany trainmen on all ticket lifts, making assignment of space when necessary and marking destination of passengers in correct space on diagram at time passengers' transportation is lifted by trainman. When attendants-in-charge are not assigned, individual parlor car attendants will accompany trainmen when the ticket lift is being made in their cars.

Diagram will be available to trainmen for verification of count of lifted tickets.
and verification of enveloped tickets when through lift is made.

On trains with three or less parlor cars, one attendant will be assigned to each car and car diagram will be in hands of each car attendant.

As trainmen make ticket lifts they will announce the passengers' destination and space to the attendants, who should accompany trainmen during all ticket lifts, for entry on car diagrams.

If passenger's space location is changed by attendant after ticket lift has been completed, the attendant should promptly notify the trainman so space on transportation can be changed and transportation placed in correct car ticket envelope.

When passengers apply to parlor car attendants for seat space when the diagrams are in the hands of space assigners who might not be readily available, the attendant should try and seat them in unoccupied space until he can contact the space assigner.

Diagrams will be delivered to train side at the following stations except as shown in notes below:

- New York
- No. Philadelphia (westbound)
- 30th St. Philadelphia
- Wilmington
- Baltimore
- Springfield
- Harrisburg
- Altoona
- Pittsburgh #
- Cleveland

- Washington
- New Haven
- New London
- Providence
- Boston
- Ft. Wayne
- Chicago *
- Columbus
- Richmond
- Buffalo #

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† Not earlier than 30 minutes nor later than 20 minutes prior to the departure of each “clocker” train from 30th St., Philadelphia. Parlor car attendant who is assigned to parlor car nearest the diner of each train will present himself during the period designated above to the reservation office located at the right hand side of the ticket window and procure information with respect to the space that will be released for assignment at train side. This duty is not to be performed by the parlor lounge attendant unless the train operates with only a parlor lounge car.

* Attendants will pick up diagrams at station Passenger Agent’s office ten (10) minutes before departure.

# Attendants will pick up diagrams at ticket office ten (10) minutes before departure.

Space Assigners on Train No. 177, after ticket lift is completed leaving New London, will give conductor record of all sold space that will be vacated at New York. Special form is provided for this purpose.

CAUTION: When assigning space, be sure to —

1. Avoid placing anyone in space already sold or occupied.

2. Mark passengers’ destinations on your working diagram. This will be a guide to you that space is already taken.
3. Avoid assigning open space beyond an intermediate station where it is held for sale. Diagrams received at originating terminals will indicate space held by or released to intermediate points. Supplementary diagrams will be received at all intermediate points holding seat space.

Ticket office and working diagrams must be turned in to your dining car department headquarters at the end of your run.
PARLOR LOUNGE ATTENDANTS

Report to Crew Clerk or Dining Car Agent commissarial headquarters, at start and completion of your run. Outbound—obtain car keys, stationery items and supply report preparatory to checking off supplies, meal and/or bar checks, bar and equipment requisitioned, as well as individual size jackets from laundry or agency.

Food service to be maintained in accordance with latest instructions.

Tables are to be fully set-up before reception of passengers in lounge cars serving food in same manner as in dining car in regular service outlined in Waiters-Manual. On cars serving bar (no food) set-up tables to include only ash tray (centrally located) and menu cards.

CLERICAL ROUTINE

Your supply report must be completely and accurately closed at end of each run.

You must abstract bar sales by States, leave tally sheet intact in supply report. Your abstract must balance with bar sales total shown in 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 revenue collections for each
train at the end of that train run.

BAR SERVICE

Familiarize yourself with and fully comply with existing liquor regulations of the various States, contained in Regulations.

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

Each service of food and beverage, excluding bar items, must be recorded by patron on a check at time order is taken. Bar items can either be recorded by the patron or by the attendant. Initials of State must be marked in space provided.

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

Serving any beverage or food item not covered by a meal or bar check or making collection without presenting the guests’ check totalled, 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.

HANDLING OF MEAL CHECKS

(a) Ordering

You must procure sufficient meal
and/or bar checks to fully protect service needs.

(b) **Drawing**
Checks are banded in lots and 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. Checks are to be drawn with bar supplies from Wine Room in Commisaries or at Ticket Receivers when necessary at out-of-town points.

Should they, on emergency occasion, be drawn from Steward, Waiter-in-Charge, Buffet Lounge Attendant or another Parlor Lounge Attendant, 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 partic-
ularly 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 for meal or bar checks.

(d) Numerical Sequence
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
You are personally responsible for the safeguarding and control of checks, and will be held strictly accountable for them. 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 jacket and protect balance under lock and key. At close of service all unused 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 made to your Superintendent.
(g) Soiled Meal or Bar 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 or bar 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 checks.

As a convenience, if desired, unused meal or bar 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, reim-
bursement 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 packages.

(i) **Recording**
You must show, on Supply Report page provided, the trip accountability of meal and bar 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 or bar checks to all patrons. Do not give meal 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 your 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
Employes are STRICTLY forbidden to write meal checks for food and beverages (other than
bar items) or serve orders given verbally. ALL SUCH 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 "cash 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 checks must bear car number, train number and date.

(o) Corrections
Should portions, prices or total be changed on a meal or bar 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 or bar 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.

**Bar Check - Use Of**

On parlor lounge cars and coach lounge cars serving only bar items the "Bar Service Check" is to be used instead of the a la carte meal check.

"Bar Service Checks" must be turned in with cash collections and your A.D. 6408.

**Meal Checks - Use Of**

On parlor lounge cars serving food use meal checks exclusively for both food and bar service.

**A.D. 6408 Report**

You must prepare a separate A.D. 6408 Report, in TRIPLICATE, FOR
EACH TRAIN TRIP, (except deadhead movement) showing your commissary headquarters, your account number, car and train numbers, originating and terminating points with dates and your personal signature, EVEN IF NO REVENUE IS RECEIVED. In this case, mark "No Revenue" across the face of A.D. 6408 Report.

This must be done for each train you are assigned without fail.

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. Obtain change needed for cash transactions en route before reporting for duty.

* * *

The contents of this Manual plus special orders that will be issued from time to time covering your work on flexible subjects, must be strictly adhered to at all times.

S. N. Phelps
Manager, Dining Car Service
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