ERIE RAILROAD COMPANY
THE NEW JERSEY AND NEW YORK RAILROAD CO.
ROBERT E. WOODRUFF AND JOHN A. HADDEN, TRUSTEES
CHICAGO AND ERIE RAILROAD CO.

WORKING MANUAL

Dining Car Service

Effective July 1, 1940
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(These rules applicable to Stewards will apply to Waiters-in-Charge on Cars operated by Waiters-in-Charge.)

Dining Car Standards of Service.

You, the dining car employes, represent the Erie Railroad Company to its guests who dine in your car. Everybody appreciates courtesy and a pleasant smile. We want the guest to enjoy excellent food, well served in an atmosphere of comfort and cordiality that will make him want to travel the Erie way again.

There are certain standards to be followed in "Conduct and manners in the Dining Car" covering the treatment of the guest from the time he enters your car until he has been served, paid his check, and departed.

This manual outlines the standards which every dining car employe should follow. Your cooperation in carrying out these standards is the best way to maintain Erie's reputation for fine dining service.

Personal Appearance.

1. Wearing the prescribed Uniform.
2. Cleanliness and neatness of Uniform.
3. Hair neatly combed. Face, hands and finger nails clean. Men shall be clean shaven and have no extreme styles in hair cuts, and wear clean and well polished black shoes.
Conduct and Manners in the Dining Car.

1. Never snap your fingers or hiss to attract attention.

2. Never clean your nails, chew gum, pick your teeth, blow your nose or rub your face or hair, or put your fingers in your ear or nose in the Dining Car. These or similar disgusting practices have been observed so often in so-called best Dining Cars that it is necessary, although regrettable, to call attention to them.

3. When taking orders or conversing with guests for any purpose, stand erect. Avoid leaning over guests or over tables where guests are seated or touching guests in any way.

4. When guest enters the Dining Car the Steward, and Waiter at whose station he may be seated, will greet him with a smile and a cheery “Good Morning” at Breakfast, or “Good Afternoon” at Luncheon or “Good Evening” at Dinner. When the name of the guest is known, they should be addressed by name. Assist guest in seating by drawing out chair when he is ready to sit. At Breakfast, if available, morning paper should be handed to guest. It is highly important to make guests feel their patronage is valued and we know of no better way than by greeting them as outlined above, as they enter the Dining Car.

5. Assist in removing any wraps and disposing of other personal belongings. Watch to see what will add to the comfort of the guest.

6. When not engaged in the actual business of handling the orders of your guest, take a
position where you can see all of your tables. Avoid anything that could make the guests feel you were listening to conversation, but stand where you can anticipate their needs or detect anything lacking as to table service.

7. If a guest makes a conversational remark, Waiter should answer pleasantly but not try to continue the conversation. The Steward is in a better position to supply any information desired. As a rule, it is best to refer any inquiries to him, so that you may attend to other guests.

8. Never argue with a guest. Any complaint should be reported to the Steward.

9. Always be watchful, lest a guest whose Waiter is in the Pantry needs something. Step to him and politely ask him what he wishes.

10. When guests have finished, avoid giving them the impression that you desire them to leave or that you are anxious to go off watch. For instance, do not remove the finger bowls or have the table linen nearby ready to change. They should be made welcome to remain as long as they wish.

11. When guests are ready to leave, if ladies are in the party, draw out chairs to enable them to rise more easily. Watch to see that no personal belongings are left behind on table, chairs or on floor under the table.

12. Each Dining Car employe is to help improve the service by assisting in the removal of soiled dishes from the guest’s table.

13. Avoid waste. (a) When carrying out trays, place cream, butter and bread at desig-
nated points. (b) Be careful of Dining Car linens. Napkins and table cloths are to be taken to the linen closet. (c) Serve and handle with economy, sauces, sugars and condiments, which constitute a large item of cost in food service and are non-productive items.

14. Notes on cards should not be passed between tables from women to men or from men to women. All such requests should be referred to the Steward who will take full responsibility for the handling of them.

15. All suggestions or complaints are to be reported to the Steward and Steward to give the Supt. of Dining Cars such suggestions or complaints in writing with his daily report.

*Conduct in Dining Car.*

In discharging the responsibility of satisfying the guests, Stewards will always remember the practice, and, as far as they apply to Waiters, practice the following:

1. After greeting the guests pleasantly and ascertaining the number of guests in the party, if there is a choice of seats, it is always advisable to ask whether guests have any preference. Always do this when there is room. It is appreciated by most people.

2. When seating guests, Steward should carefully note the number of people the waiter already has to serve and how much remains to be done, and should if necessary make such changes in assignments as will avoid delay to the guests. At busy periods, this requires constant watchfulness.
3. Each guest to be furnished a meal check unless guests request otherwise. Do not ask whether one or more checks are wanted.

4. In taking the order note carefully any special directions and what is equally important, note the points on which directions are not given, but need to be given, as for example: "Tea" is not enough. What kind is very important to know. "Hearts of Lettuce" is not complete in a la carte service unless we know what kind of dressing is wanted. "A Sirloin Steak" is incomplete until we know how the guest prefers to have it cooked.

5. Transmit the order to the chef with great care.

6. Stewards should watch all tables under their supervision and quickly detect any signs of dissatisfaction, slow service, or any guest who wishes some further attention or service.

7. When it can be done without interrupting a conversation, inquire if everything is satisfactory, make careful note of every criticism, suggestion or complaint. Rectify any error when possible, adjust any complaint and endeavor to arrange the service so that similar matters can be obviated in the future.

8. There can never be any argument about whether an article served to guest is right or not. He is the sole judge of that, and any substitution or adjustment he desires is to be made at once.

9. Make it your business to learn the tastes and habits of regular patrons. A genuine interest in them makes for the good will and in-
creased satisfaction of all concerned. You should be equally attentive to the stranger. Hold on to the old friends, but do not let the newcomer go away without having been aware that you were genuinely interested in pleasing him, also that you hope to see him again. The regular patron knows what he can expect. Build up the confidence of the newcomer by noting any special service he requests and giving him exactly what he wants. The confidence of the guest is the final test of good service.

10. Steward should at no time remain in conversation with guest any length of time, so as not to create a feeling that he favors one guest more than another. Also Steward is not to sit down with guest.

Instructions to Waiters.

Table set-up and selection and arrangement of Tableware.

1. Breakfast: Small Fork, Small Knife, Dessert Spoon and Two Tea Spoons.
   Luncheon: Same as Breakfast set-up.
   Dinner: Large and Small Fork, Steel Knife and Small Knife, Dessert Spoon and Two Tea Spoons.

2. Dishes must always be perfectly clean; the table linen and all table appointments kept clean. Glasses are to be carefully inspected for finger marks. In selecting dishes and glassware, reject those which are chipped and cracked. Types and sizes of dishes and table silver have
been standardized by the Erie R. R. On "Air Cooled" cars shaved ice with butter is not necessary.

3. Correct usage prescribes that knives and spoons be placed to the right and forks to the left of the plate, in the order in which they will be used beginning with the one farthest from the plate. Care must be taken to space them evenly and lay them straight with the cutting edge of the knife toward the plate.

4. When placing soup plates, cereal bowls, Oyster Cocktails, grape fruit, etc. on the guest's table have no more than one plate underneath. Should there be an extra plate on the table remove it.

5. Plates having crest should be placed before the guest so that the crest points toward him.

*Instructions to Pantry-men and Cooks.*

As cleanliness and sanitation are an essential part of meal service, both must be given first consideration at all times. All cooking utensils, ice boxes, lockers and range left in first class condition. Dishes and glassware thoroughly cleaned and wiped before serving. Hot dishes served for hot foods and cold dishes for cold foods.

Attention of Waiters to be given to the Lounge End of Lounge diner to see that cigarette ashes are removed from floor and ash stands, empty bottles and glasses removed from trays and see that Magazines are up to date and in order.
Handling of Table Ware.

1. All silverware not being used by guest is to be taken off the table and carried back to the pantry and no silver is to be put back on the table until ready to set-up again after guest has left the table. Silver should be carried from the pantry to the guest on small tray.

2. That Waiters handle silver by the handles.

3. That each piece be wiped by clean silver cloth before bringing to guest table.

4. Ice to be placed in the glasses in the pantry. Care should be taken as to the amount or size of ice to be placed in the glasses, 1 medium large piece or two small pieces are sufficient, and when placing ice in glass, grasp the glass so the ice will slide rather than drop into the glass, as by so doing breakage is avoided.

5. Handle the dishes and silver quietly. Place them on the table quietly.

6. Never place on the table any article of table service that may have dropped on the floor. Provide a fresh one at once.

7. Never let your fingers touch the edge or inside of the glass. When handling a plate let the thumb project over the edge as little as possible.

Niceties of Table Service.

The niceties of table service require constant attention, to details like the following:

1. Only small knives should be served with eggs and fish dishes, vegetables, salads, cheese and fruits, and steel knives are appropriate only when meat is served.
2. Be especially careful that children at the table are given china and table silver they will be able to handle.

3. Tea, coffee and cocoa, with the appropriate accompaniments, loaf or powdered sugar, cream, whipped cream, etc. should always be placed on the table. Be watchful to serve spoon of appropriate size with tea and coffee. When serving iced tea or iced coffee, insert the long handled spoon provided for the purpose. Although it lessens the danger of breakage, this is often overlooked. All iced drinks are to be served first. Iced tea and iced coffee glass are to be underlined with saucer. Tea and coffee pots are to be underlined.

4. Avoid taking articles from one guest table to another. It should rarely be necessary to do this, but if it is, always ask pleasantly, "Have you finished with the"—or "May I take it."

5. Sauces in bottles should be procured from the condiment locker.

6. Steward and Waiter should ascertain before service starts what soup and pies the Chef has for that meal.

_Taking the Order._

1. When taking the guest’s order, give it your whole attention, repeat the order exactly. Give explicit directions. A few examples are to the point. (a) When salad is ordered a la carte, ask what kind of dressing is desired. Repeat exactly and write. (b) Tea is not enough. What kind is important to know, if hot, whether lemon or cream is desired. (c) Steak or boiled
eggs is not a complete order until you know the guest’s preference in the cooking of it. Toast, ask whether it is wanted dry or buttered, thick or thin.

2. Courteous suggestions are seldom resented, but officious ones are.

3. When taking an order such as a steak, which takes some time to prepare, mention to the guest the time required for preparation.

4. When a guest indicates he is in a hurry, never recommend any dish that takes some little time to prepare.

Correct Serving of Relishes and Vegetables.

1. If an order includes celery, olives and radishes, they should be placed upon the table in advance of first course, properly iced, and where service is for two or more in one party to be served in one dish. When serving relishes place a butter chip before each guest and pour salt on same.

2. When serving baked potato, serve in hot platter. Ask guest if you shall prepare. If so, insert one lump of butter, sprinkle with paprika lightly and leave paprika on table.

3. In serving hot asparagus, place tips near center of a hot plate, not on the edge.

Correct Service for Salads.

1. When waiter takes the meal order he should ask the guest if he wants salad served “Now” or “Later.” If later, remove any empty dishes so this service can be placed without any inconvenience to the guest.
2. When salad is served as a last course, leave bread and butter on the table.

3. When serving chicken, shrimp, crab meat or lobster salad, mix with the dressing. Never mold chicken salad.

**Service of Gravies and Sauces.**

1. Learn names and brands of sauces you serve, namely, Worcestershire, A-1, etc. Before serving ask the guest’s preference. See that the bottle is clean, attractive in appearance and properly capped.

2. Gravy should always be served separately with roast duck or poultry and game.

3. Drawn butter should always be served with broiled lobster.

**Iced Tea and Hot Tea Service.**

1. Quarter of a lemon should always be served with iced tea.

2. When serving hot tea, ask guest’s preference, whether with cream or sliced lemon. Lemon to be served on butter chip.

**Buttered and Dry Toast and Griddle Cakes.**

When serving griddle cakes and dry or buttered toast, cover with cake cover.

**Milk.**

In serving milk, waiter should politely ask guests if he should pour from bottle to glass, and if so, comply, and then return the empty bottle to pantry immediately.
Cleanliness in Serving.

1. Under no circumstances serve an article that has been dropped upon the floor.

2. Food is not to be handled with the fingers. Handle butter with silver fork and rolls with a spoon and fork.

3. See that no gravy or juice of any liquid has been allowed to remain on the edge or around the edge of any dish, before you place in front of guest.

4. Towels are provided so that you may put before the guest clean and sanitary attractive dishes. Make use of them. Never use the towel for any other purpose than keeping the dishes clean. Use as many as necessary. Do not use napkins as towels.

Some Essentials to Safe Dining Car Service.

1. When serving beverages, be careful that the outside of the container and the dish in which it is set is dry and spotless. Drops of liquid from cups and glasses falling on clothing are annoying and frequently cause expense to the Railroad.

2. When removing the caps from bottles of carbonated beverages, hold them in such a manner that they point away from any table at which guests are seated. Only care is needed to prevent any accident to guest’s clothing from this cause. Bottles held at an angle of 45 degrees will not over-flow.
3. An ash tray with matches is part of the regular set-up. Provide extra ones if needed. A lighted cigarette or cigar laid upon the table cloth or hot ashes dropped may cause considerable damage.

4. In cleaning ash trays take no chances by turning the ashes on the table cloth or napkin. A spark may still remain. Empty all trays into something that can not by any possibility burn.

5. Both in bringing things to the Dining Car and in removing them, be watchful how you place them on the tray. Put the article that is heaviest in the center and the lighter towards the edges. By balancing in this manner the tray is easy to handle and there is much less danger of food being spilled or dishes slipping.

Services between Courses.

1. Before serving dessert remove all crumbs from the table, using scraper and tray or a folded napkin as prescribed. In the latter case, brush gently so that no crumbs may fall outside of tray or dish used to collect them. If there are any soiled places in the table cloth put on a clean top, or if necessary a clean cloth. Be sure that all linen is fresh and attractive before serving the dessert.

2. Finger bowls are always to be served after orange, grape fruit or after any food which must be handled by the fingers and may soil them, as for example—Broiled live lobster, finger bowls should be served.
3. Be careful to remove dishes with which a guest has finished. Soiled dishes are not a pleasant sight. Get them on the trays and into the pantry as rapidly as possible. When serving two or more guests at a table, dishes should not be removed until the host or hostess has finished the course with which dishes were used. Be careful to ask if they have finished.

Service at Close of Meal.

1. Always serve finger bowl after each meal. The position will vary according to the evident intention of guest.

2. When presenting check to guest, place same on cash tray, "face down."

POINTS ON WHICH WAITERS ARE TO BE INSPECTED BY STEWARDS.

Preparing Dining Car for Serving Meals.

1. Arrange his tables and chairs as instructed by Steward, taking care that no furniture or table appointments are damaged.

2. Set up tables in accordance with a definite set-up as prescribed by the ruling of the Erie Railroad Company.

3. Wait at his station for arrival of guests. Waiters must not gather in groups to indulge in conversation.

Announcement of Meals.

The following hours will prevail for the beginning of meals on line of road:

Breakfast, 6:00 A. M. Luncheon 11:45 A. M. Dinner 5:30 P. M. The dining car will not
close for the service of meals at any time en route between the hours of 6 A. M. to 9:30 P. M. and service will not be denied to passengers during this period. The following phraseology will be used in announcing the service of meals. The first will bear the announcement: "Breakfast is now served," Dining Car forward, or rear, as the case may be. In about an hour, if passengers are slow in responding a second announcement will be made similar to the first. When in the opinion of the Steward meals are about concluded, and not earlier than 9 A. M. at Breakfast, 2 P. M. at Luncheon and 8 P. M. at Dinner, the "Last Call" for Breakfast, Luncheon or Dinner should be made. In making the announcement as shown for the first two calls, the words Luncheon or Dinner can be substituted for Breakfast as the case may be.

Handling of Meal Checks.

Meal checks for the use of passengers and trainmen are made in duplicate, bearing consecutive numbers. Stewards when securing a supply of meal checks will sign for them and will be held personally responsible for same. Meal checks must be issued promptly when passengers are seated. All orders for meals must be written on meal checks, original or cook's portion torn off and placed in kitchen. After the meal is served, Stewards will extend prices and total on the check, which must remain on the table at all times, and collection must be made after presentation to passenger. If passengers desire an addition to their order, such additions must be written on the check.
Handling of Keys.

Stewards have charge of all the keys on the Dining Car and when closing the car at night before going to bed en route they should see that all lockers are securely locked and that the keys are in a safe place for the night. Upon leaving the car at the end of the trip, the Steward must be the last man and he must see personally that all locks are secure. The main keys for the car and all reports and requisitions will then be locked up in the pantry. Reports for the car must be closed and food-stuffs, mineral waters, wines, liquors, beers, cigars and cigarettes inventoried upon arrival at the home terminal in all cases. Before leaving the car, padlock must be snapped on pantry gate.

Intoxicants and Narcotics

The use of intoxicants or narcotics while on duty, and off duty in and about cars and property of the Railroad Company, is prohibited.

Any employee reporting for duty and found to be under the influence of intoxicants or narcotics will not be permitted to work in that condition, and such action will be considered as a violation of this rule.

Possession of intoxicants or narcotics by employees on trains for personal consumption or otherwise is prohibited.

Violation of any of the provisions of this rule may be considered sufficient cause for discipline.
Gambling.

Gambling or card playing by dining car employees will not be tolerated on a train at any time. Stewards will be held responsible for rigid enforcement of this rule.

Weapons.

Employees will not be permitted to carry weapons in their luggage or on their person while on the train.

Use of Toilets.

Cooks and waiters must use the toilets in the day coaches and under no circumstances are they permitted to use the public toilets in the sleepers.

Dining Car Crew Meals.

Dining Car employees must not have their meals during the hours when meals are being served to passengers. The meals served cooks and waiters will be prepared by and consist of such items as the chef may select from a palatable, health giving and economical standpoint. In serving Pullman Porters or the dining car crew, they should be seated at the two stations next to pantry. Pullman Porters and dining car employees must refrain from loud talking or undue noise while having their meals.

Trainmen's Meals.

For our purposes, the following employees are designated as trainmen: Locomotive Engineers, Firemen, Train Conductors, Brakemen, Flagmen, Baggage Men, Express Messengers, Train Porters, Mail Clerks, Pullman Conductors
and Pullman Porters. Trainmen while on duty on the train to which Dining Car is attached will be served meals at 50% off of the regular menu card rate, and in according these reduced rates, the Steward must see that such trainmen sign their name and the position occupied on the train, on the meal check.

**Government Meal Tickets.**

Government meal tickets will be honored up to their face value as printed thereon. Value of meals served in excess of face value will be collected in cash, but no refund is to be made in cases where meal served is not to the extent of the ticket. In all cases the ticket will be filled out and signed by its holder, indicating the value of the meal served for which credit is received on such ticket whether it be less than the face value or not. Stewards will fill out and sign that portion of the ticket set apart for that purpose, in addition to which they will note on such ticket the number of the meal check covering such service and will note on meal checks and form DC 3 the number of meal ticket covering such checks. Meal ticket will then be turned in with Auditor’s portion of meal check.

**Deposits.**

Deposits will be made at the designated depositories immediately after each trip when reports are closed.

**Bulletins.**

Stewards will from time to time receive bulletins with regard to preparation of further service and these they will attach to this manual.