



# PENNSYLVANIA RAILROAD INFORMATION



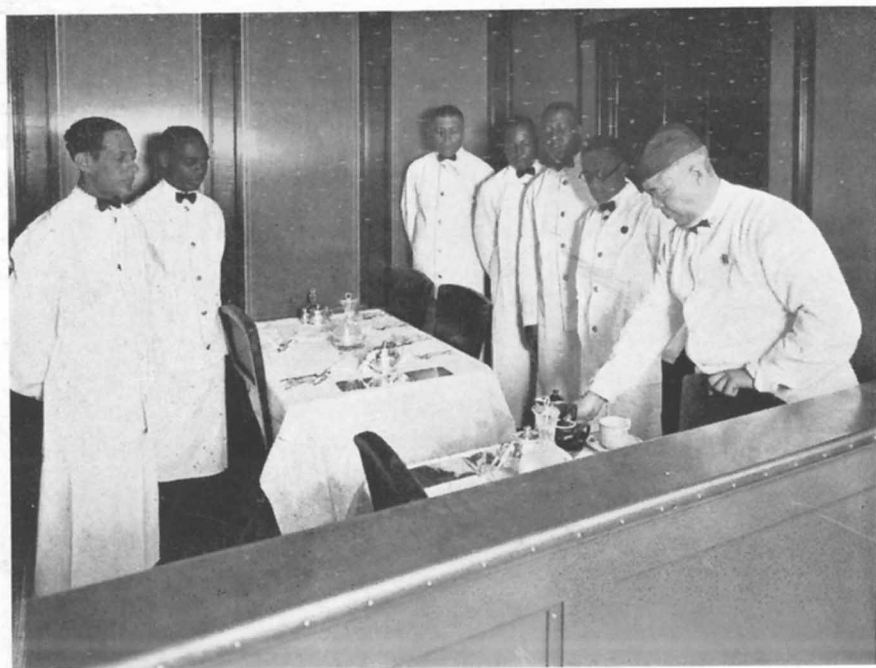
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## Dining Car Workers of this Railroad Go to School

Systematic training inaugurated by expert teaching  
staff in preparation and serving of meals



### A LESSON IN DEFT AND COURTEOUS SERVICE

This picture shows a view of the dining compartment in the Pennsylvania Railroad's Training School and Experimental Kitchen for dining-car employes in the Commissary at Columbus, Ohio.

The Instructing Waiter, Robert C. Smith, is giving a group of regular waiters an object lesson in the proper style and method of serving tea.



**"A DISSERTATION UPON ROAST PIG"**

J. A. Bell, veteran Pennsylvania Railroad dining-car Chef, displays a product of his art which might have caused Charles Lamb to revise the title of his famous essay.

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**Baked Ham, Cider Sauce**

After soaking ham in cold water over night, wash well and set to boil in cold water, allowing about 30 minutes per pound. Remove from water, pull off skin, pare off some of the fat and remove chine bone.

Place in a roasting pan, garnish with cloves, sprinkle with spice and cover liberally with brown sugar. Pour about one quart of cider in pan and roast in slow oven until done, basting frequently.

When done, remove ham, add one teaspoonful of currant jelly to gravy, thicken gravy slightly with butter and flour mixed, cook a few minutes longer and strain.

Garnish with pineapple fritters, small baked apples and candied sweet potatoes.

*(Reprinted from a recent Pennsylvania Railroad menu)*

## Dining Car Workers of this Railroad Go to School

**T**HE Pennsylvania Railroad spares no effort in its endeavor to provide a dining-car service of the highest grade. In addition to employing the very best men available, the Railroad has, for some years, given particular attention to the instruction of car crews in all phases of their work.

This instruction has been carried on both by means of the printed word and the personal work of traveling chefs who operate from headquarters and cover all the dining-cars on a regular schedule. For some time every Pennsylvania Railroad dining-car chef has received not only complete printed instructions covering the preparation of every dish on his menus, but personal assistance from these experts as well.

While these measures assisted materially in rendering satisfactory and efficient service, the management felt there was room for still more fundamental training of stewards, cooks and waiters, particularly in the case of men new to the work and unacquainted with Pennsylvania Railroad service standards. Much study and thought in this direction resulted in the opening, recently, at Columbus, Ohio, of the world's first training school and experimental kitchen for dining-car employes.

No detail has been spared to make



**C. E. MILLIRON**  
Superintendent Restaurant Service, in charge of dining-car operations east of Pittsburgh

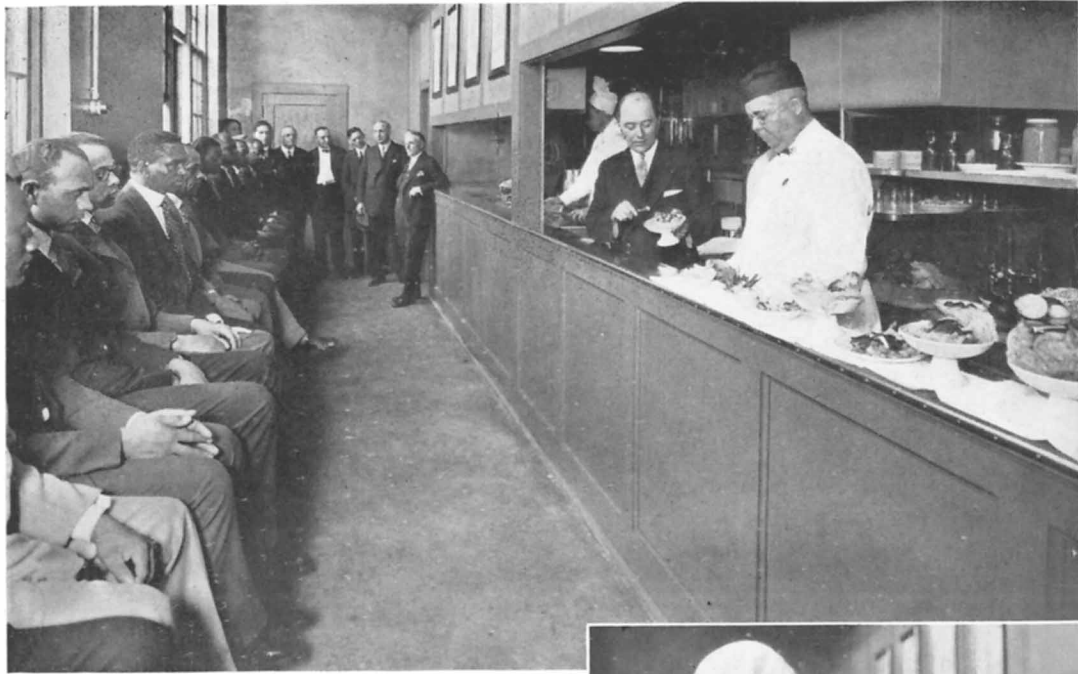
this unique educational institution complete. The facilities of the school embrace an exact reproduction, both in space and equipment, of the latest type Pennsylvania Railroad dining-car, built into and forming a part of the Columbus Commissary building. Every feature, from cooking utensils, range, boiler and pantry, to the dining-room and

tables for patrons, has been faithfully reproduced in the commissary. Even the connecting aisles and corridors have been retained and conform exactly in shape and dimensions with the standard dining-car plan.

With this equipment it is possible to carry on demonstrations and conduct classes under exactly the same conditions as prevail in cooking and serving meals on the road. The men see everything done in an ideal way by skilled instructors, using the same facilities and working in the same space as is at their disposal on the cars.

In this familiar environment the most improved methods are quickly grasped and correct technique is retained for ready application in road service.

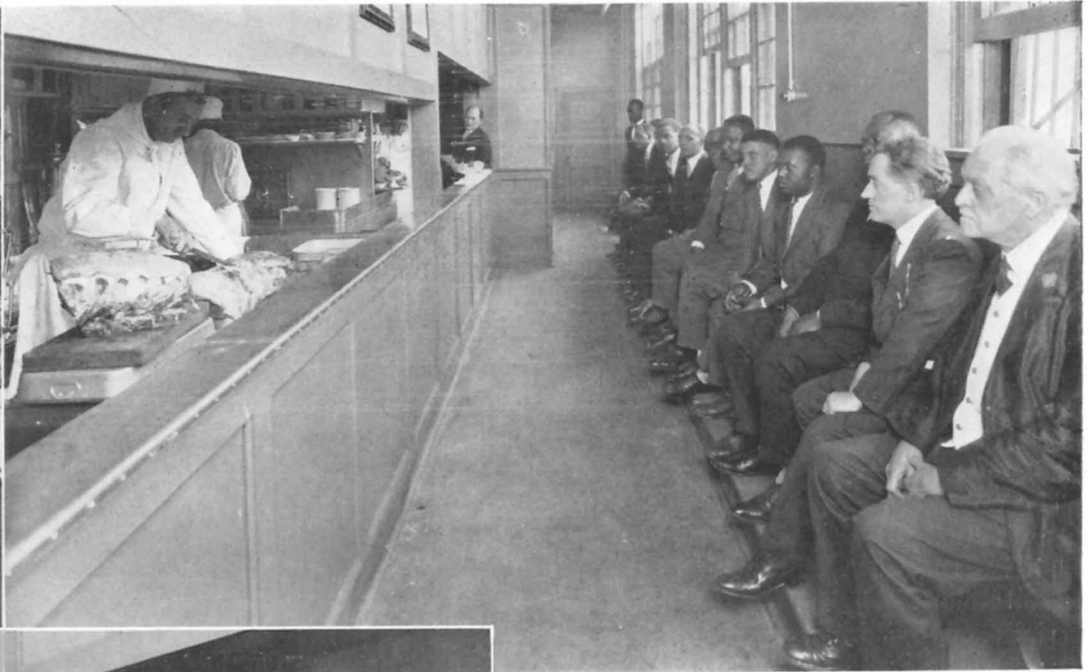
Expert chefs with wide experience in famous hotels and restaurants, both European and American, have been placed in charge of instruction in the training school kitchen. Every feature



Kitchen compartment in the Pennsylvania Railroad's Training School for dining-car employes at Columbus, Ohio. Instructing Chef Engelke and the Instructing Waiter are demonstrating the preparation of cantaloupe ball salad. In the background Instructing chef Schiller is demonstrating expert technique in meat cutting.

of the cooking art is taught with the greatest thoroughness, ranging from the preparation of cuts of meat for roasting to the creation of the most delicate sauces and salads.

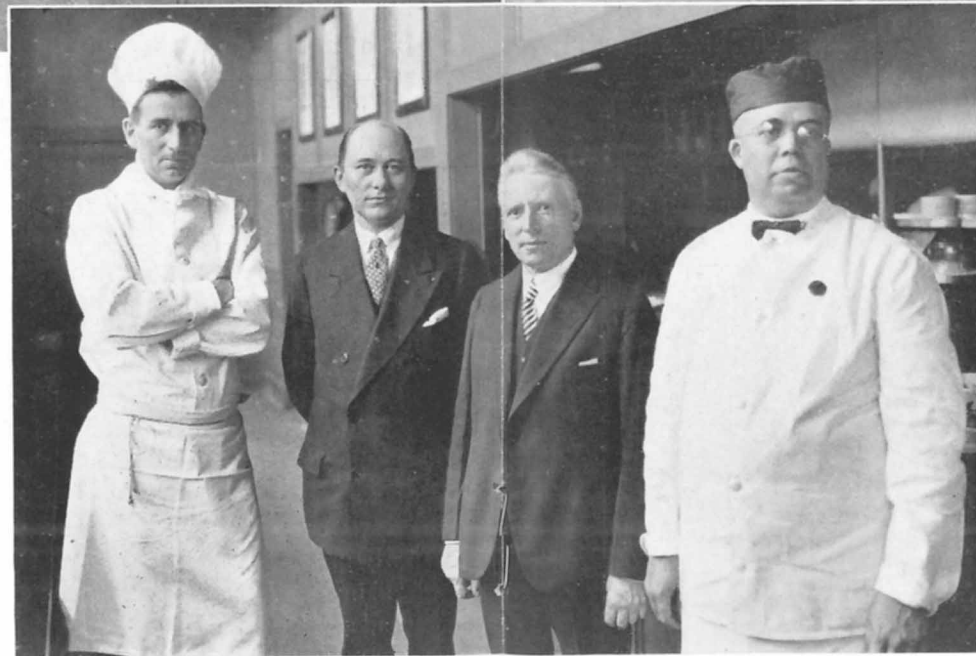
The courses of instruction cover the preparation of raw meat cuts, poultry of all kinds, fish, soup stock, sauces, eggs and omelet dishes, vegetables of all kinds, cold meats and garnishings, salads and relishes, hotbreads, puddings, pastries, coffee, tea, etc. Instruction is also given in the various methods of cooking, such as broiling, boiling, braising, fricaseeing, frying, etc., and in the terms used to denote the various dishes and combinations.



In this photograph Instructing Chef Schiller is illustrating to a group of dining-car Stewards and Chefs the correct methods of preparing various meat cuts. Great care is taken in this work in order that the cuts shall be as nearly as possible of uniform size and appearance, and attractive to the patrons.

In the dining-room section of the school, an "instructing waiter," a veteran of the service, possessing wide knowledge and long experience in the art of pleasing patrons with deft service, has been assigned the duty of training and coaching waiters as to the proper methods of serving every item on the menu. Courtesy, personal appearance, care of silver and linens and kindred subjects are covered with equal thoroughness. Every minute detail involved in the placing of food on the table and the proper arrangement of dishes, etc., is exhaustively treated from the viewpoint of deft and pleasing service and satisfied patrons.

The experimental kitchen of the school



STAFF OF THE SCHOOL AND EXPERIMENTAL KITCHEN  
 Left to right: Carl Schiller, Instructing Chef; E. H. Engelke, Instructing Chef; Arthur Williams, Supervising Instructor; Robert C. Smith, Instructing Waiter.

will also be put to other uses. For instance, the expert chefs will continually engage in tests to develop improved methods in the preparation of food and new and better dishes and combination of dishes. As fast as these new methods and dishes are perfected they will be embodied in the course of instruction given dining-car crews and made available for patrons on the trains.

The very latest recipes of well-known chefs at leading hotels and restaurants will in like manner be analyzed and tried out. If found suitable for dining-car service they, too, will be added to the school's curriculum.

The training given Pennsylvania Rail-



**J. F. FINNEGAN**  
Superintendent Restaurant Service, in charge of dining-car operations west of Pittsburgh.

road dining-car employes will therefore never really be completed. Not only will all new employes undergo rigid training and instructions before being assigned to actual service on the road, but the older men will be constantly presented with new ideas, innovations and improvements through the school's instruction.

Under the present arrangement the men go to school for an hour's instruction just before they leave for their road trips. The average employe spends approximately three hours a week at school.

Similar dining-car training schools will be established by the Railroad in the near future at its New York and Chicago



One end of the kitchen and pantry of the Training School and Experimental Kitchen. The door-way to the right is the entrance to the dining compartment. The arrangement in space and equipment is exactly the same as that on a dining-car in actual operation



Instructing Chef Schiller demonstrating to a group of dining-car Stewards and Chefs the proper method of preparing meat for roasting.

commissaries. These schools will also be equipped with exact reproductions of the standard dining car. Courses of study will be uniform at all three schools.

The operation of these schools at three strategic points on the system, terminals of dining car lines, will give the men a maximum of opportunity for study between their road trips.

The Company feels that the schools will be productive of much good in in-

creasing the efficiency of its dining-car personnel. This, in turn, will reflect most favorably on the character of service rendered the public.

The Pennsylvania Railroad management is unceasing in its efforts to render patrons the highest class dining-car service that it is humanly possible to provide. It is felt that the inauguration of these training schools will mark a definite forward step in these endeavors.

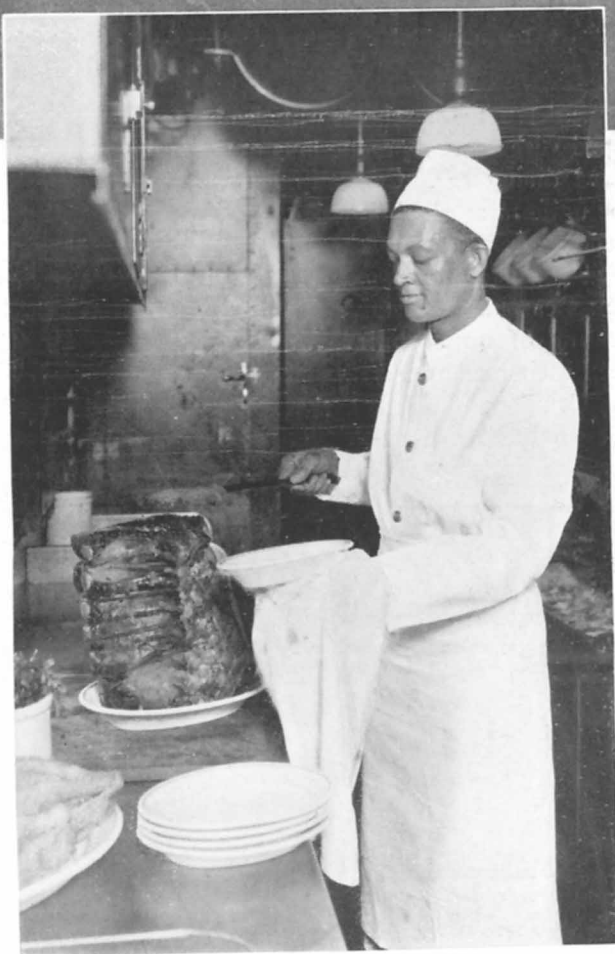


Looking from the dining-car compartment toward the buffet and kitchen. This view of the School was taken in the reverse direction from that at the foot of the preceding page. Every detail in the cars in service is reproduced in the School.



(Above)

The Instructing Waiter showing how to serve a salad daintily. One of the many details of attractive service taught in the Pennsylvania Railroad's Training School and Experimental Kitchen for dining-car employes at Columbus, Ohio.



(Right)

Perhaps the most compact and yet most completely equipped kitchens in the world are to be found in Pennsylvania Railroad dining-cars. The most scrupulous care and cleanliness are observed in every detail of preparing and cooking foods. Only products of the highest obtainable quality are ever served.