

CAR SERVICE RULES

OF THE

OPERATING DEPARTMENT

OF

Pullman's Palace Car Company,

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REVISED SEPT. 1ST, 1893.

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## CAR-SERVICE RULES.

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**100. Conductors and Porters**, being the medium of communication between the Company and the public, occupy a very responsible position. It will be readily understood that although the Company may be extremely liberal in its expenditures, and enterprising in the possession of the latest improved and most elegant cars, the good effect of this upon the traveling public will be largely neutralized by inattention or indifferent service on the part of Conductors and Porters. On the other hand, a comparatively ordinary car, if it is in a perfectly clean and orderly condition, and the Conductor and Porter are extremely competent and solicitous for the comfort of the passengers, will result to the credit of the Company. The Conductor, in addition to his duty of collecting tickets and attending to the other ordinary duties of his position, should, as he passes through the several cars that may be under his charge, consider himself an inspector, for the purpose of detecting anything that may be out of order, and if there is any dust upon the window sills, or any disorder whatever in the car, he should at once call the attention of the Porter to the improper condition of things, and if necessary assist in correcting it. In fact, the Porter should be almost constantly on his feet and working upon the car with a cloth or duster.

**101. Employes on Pullman Cars**, including Conductors, Porters, Waiters, Pantrymen, Cooks, Electrical Engineers and Barbers, are designated as "Car-Service Men."

They are *subordinate* to all officers of the Company as their respective jurisdictions give authority, and to railroad companies as train employes.

They are *responsible* for the conduct of service, the safety of the revenues they collect, and the property entrusted to them.

Their *duties* relate to the collection of the Company's revenues, the care of the passengers, and of the Company's property.

They are to *report* the earnings of cars, of the property in their charge, and of incidents known to them affecting the Company's interests.

(2.) Their duties, when properly attended to, leave no time for social visits between the employes of different cars, or between them and trainmen, and persistence in the practice of having them will be deemed a sufficient cause for discharge; nor should employes leave their cars while on a trip, except in the strict performance of duty, without special permission from their Superintendent.

*Judgment.*—Car-service men must use judgment in the performance of duty, and not, by adhering too strictly to the letter of a rule, disobey the spirit of it.

(3.) *The manner of complying with the rules* of the Company should be such as to avoid giving offense to passengers.

It is indispensable that the manners of car-service men toward passengers and the public shall be polite and courteous at all times, and particularly so in asking them to respect the rules of the Company. When their conduct may occasion annoyance to other passengers, it is proper to explain this fact as a necessity for the rules, which employes should endeavor to maintain in a respectful and firm manner.

(4.) *Conductors will be held personally responsible* for the management of cars in their charge, and have full control and authority over the crew, which will receive orders from them that do not directly conflict with instructions given by the officers of the Company. They must know that cars are fully equipped, and that their subordinates attend to their duties in every respect; and that the ventilation of their cars is looked after. They must keep their cars well policed at all times.

(5.) *Conductors on Parlor Cars* are expected to perform every needed service that is rendered on other cars by both Conductor and Porter.

(6.) *Conductors Being Left.*—The serious embarrassment which arises from a Conductor *en route* being left behind, while holding possession of the passage tickets of his passengers, should incite him to the exercise of every reasonable precaution to prevent it. He will send the Porter to execute service away from the car in all cases where doubt may exist of his being able to return in time.

(7.) *Porters.*—The title of Porter in these Rules and Regulations is used to include also Cooks and Waiters, who are subject to the same rules as are Porters, so far as the nature of their respective duties admit. They are alike subordinate to the Conductor, who will maintain with all of them both the business and personal relations that are prescribed for him in regard to Porters. Either Porters, Cooks or Waiters will perform any service ordinarily required from but one class of them, when the Conductor so directs. If his requirements are thought to be unnecessary, that fact must not prevent obedience to his orders, but simply makes it proper to report the circumstances to the District Superintendent when the trip is completed.

(8.) *Gratuities.*—Car-service men are not permitted to charge or demand from any passenger compensation for service rendered them while on duty. The Porter may, nevertheless, accept for cleaning boots, or other special service, such remuneration as may be *voluntarily* tendered.

(9.) *The Porter's Blanket* will be set apart for his exclusive use. Under no circumstances will he use another, nor will his be given for the use of passengers. *The berth* he occupies will be designated by his Superintendent, and he must not, at any time, occupy any other. Porters must be provided with their own *combs* and *hair brushes*, and will not be permitted to use those furnished for passengers' use.

(10.) *Porters in Charge of Cars* will conform, as far as practicable to rules prescribed for Conductors.

(11.) *Tours of Duty* will be made during the night by the Conductor and Porter. Unless otherwise directed, the Porter will be off duty, for the purpose of sleeping, from 10 p. m. until 3 a. m., during which time he will not be called to make up berths. Both the Conductor and Porter will be on duty at important stations, or when trains stop for meals, assisting passengers getting out from or into their cars. [See 132 (1) and 161 (2)]. They must not shut themselves up in a room unless at a proper time for sleeping. *When changing watch*, the employe relieved must not go to bed until he knows that the other one is up and on duty. When there are both a Porter and a Waiter on a car the night watch will be divided between them. When a Conductor has charge of two or more cars, his night watch will be prescribed by his Superintendent.

Conductors will not be allowed under any circumstances to sleep in the Drawing Room when there are vacant berths in the body of the car.

(12.) *Communications*.—Car-service men will address all reports and letters relative to the business of the Company to their respective Superintendents, except when otherwise instructed, and except those relating to events urgently demanding instant action, and occurring when they are nearer the location of other Superintendents, whom they will then address.

(13.) *General Prohibitions.*—Car-service men are forbidden to carry offensive weapons, either on their persons or in the cars; also from carrying (independent of buffet supplies) bottles of liquor or beer for sale to passengers, or for any other purpose, and from smoking, drinking liquor, or playing cards while on duty. Persons known to have habits of dissipation off duty will not be retained in the service. Employes must not influence passengers in favor of particular hotels, or particular routes of travel.

Undue personal familiarity between Conductors and the crews of their cars is prohibited; and also the use of drawing rooms as lounging places for either Pullman employes or train men.

**102. Uniform.**—The full uniform must be constantly worn while on duty, and until passengers have left the car, and no deviation from the prescribed pattern or material will be permitted. *It will not be worn off duty*, and it must be kept in a neat and tidy condition, paying strict attention to linen and neckwear.

(2.) *Coats.*—The coat should be worn buttoned, and the outside breast pocket will be used for handkerchief only.

(3.) *Jackets.*—Porters and waiters must wear their jackets buttoned, and while attending to buffet or janitor duties.

In buffet cars the jacket worn in handling berths must not be worn while serving meals, nor will torn or dirty jackets be worn at any time.

(4.) *Caps* will be laid aside whenever jackets are worn.

(5.) *Slippers* may be worn only after passengers have retired.

**103. Personal Equipment.\***—Every car-service man will be furnished with and be required to carry, when on duty, all articles of equipment prescribed respectively for his line of duty. He will be held responsible for the safe keeping and proper use of them, and on demand must return or pay for them.

(2.) *Hand Lanterns* will be kept burning at night.

(3.) *Blanks*.—Employes must exercise care in selecting blanks, to use only those printed for the Division to which their use relates.

**104. Registering.**—Conductors will be very particular to note on the station registers all cars of which they may have charge, and the names of the employes on the respective cars.

(2.) They will carefully comply with instructions to leave "O. K." slips [Form 237] at important way stations where required.

(3.) *Order Books* are to be carefully inspected each trip, for new orders, and are to be signed therefor by Conductors and Porters at both ends of their route, when kept at both stations.

**105. Reporting for Duty.**—Conductors and their crews must report for duty at their cars the required time before leaving, and see, by personal inspection, that they are in perfect order,



**129. Gambling** will not be permitted on the cars at any time. Games for pleasure are permissible when they do not interfere with the comfort of other passengers, but it must be understood that sleeping-cars are for that purpose, which does not admit of games being played after the usual hour for retiring, nor in a boisterous manner at any time. Games of every kind are prohibited upon Sunday.

**130. Noises and Lights.**—After any *passengers have retired* for the night, all loud talking, games or anything likely to disturb the quiet of the car, must cease. Conductors will see that doors are opened and shut softly. They will keep lights burning at the end sections only, and as brightly as the convenience of passengers and guarding of the car requires, also in the closets and vestibules of the car, and they will prevent, as far as possible, the carrying of lighted lamps through the cars. *Fires* should be raked or supplied and *boots blacked only* while the car is in motion.

(2.) *News Agents* will be prevented offering their wares in Pullman cars after the hour for retiring, until after berths are put away in the morning.

(3.) *In Tunnels* —Lamps should not be lighted for passing tunnels more than ten minutes before they are required, and should be extinguished as soon as no longer required.

**131. Blacking Boots.**—Porters are required to clean and polish the boots and shoes of every person on the car, including the Conductor. The boots and shoes must be taken from one section only at a time, cleaned, polished and returned to that section, so as to avoid mistakes. This work must be done only while the car is in motion, so as not to disturb passengers, and while doing this work the Porter must sit on a camp stool squarely facing the body of the car at the end of the aisle next to the gentlemen's washstand. Under no circumstances must the work be done anywhere else.

**132. Guarding Cars.**—Cars in service must not be left unguarded at any time; if either the Conductor or Porter be off watch asleep, the one on watch must not under any pretext leave the car for any period, however short, not even to render ordinary service to a passenger, until the other one is out of bed and on guard. The employe on guard, when sitting, must occupy either an end seat facing the body of the car, a locker seat, or a camp stool placed at one end of the aisle. The employe on watch at night must not leave the inside of the car for any purpose, not even to go on the platform, without locking the opposite door, and then he must not, for even one minute, leave the door he is at unwatched, and under no circumstances must he go farther away from it than the foot of the steps. On leaving the car after the completion of a trip, to prevent theft, Conductors must see that the doors and windows

water closet doors be kept locked while cars are at terminal and important way stations.

(5.) *Controlling Passengers.*—Employees on cars will co-operate with trainmen in preventing passengers getting on or off cars while in motion, and from riding upon platforms, conformably to their rules.

**160. Buffet Car Service.**—The supervision of the crew, care of supplies and equipment, responsibility for the conduct of the service in all respects, and the preservation and proper use of all Company property rests with the Conductor of the buffet as of other cars.

Subject to the above, the waiter is in direct charge of the buffet, its equipment and supplies, and pecuniarily responsible for their proper use and keeping.

**161. Buffet Waiters.**—*Their duties* require them to prepare and cook the food served, to cleanse the buffet and maintain a neat and orderly condition of everything in the buffet. They are to take orders for luncheons, serve them, and collect charges therefor. Waiters must handle buffet supplies brought to or taken from the car, store them appropriately in the places provided, and generally do whatever is required to be done within the buffet.

(2.) *Tours of Duty.*—When the business of buffet sleeping cars requires the service of a Porter and a Waiter, the Waiter will be kept in charge of the buffet: he will however be required to assist the Porter in receiving and discharging passengers

at terminal stations, divide the watch with him and help him in making up beds when necessary.

The Porter will be required to assist the Waiter in serving luncheon. When the Porter performs the buffet service, and a number of passengers are to be served, the Conductor must solicit orders and assist in the preparation and serving of luncheon.

(3.) *Buffet Waiters' Uniform.*—Buffet waiters, when soliciting orders, preparing or serving luncheon, and making collections, must always be uncovered, and uniformed with the ordinary white working jacket *fully* buttoned, and white apron underneath, with glass towel folded and suspended three-quarters its length from the apron string in front of left hip. At all other times while *en route* the regular Porters' uniform will be worn.

**162. Opening and Closing Buffet.**—The buffet urn will be lighted at 5.30 A. M., by the Porter, and the buffet opened at 6 A. M., when everything must be in readiness for serving luncheon when called for. Should luncheon be ordered late in the evening after a number of passengers have retired, which, in the judgment of the Conductor, could not be served in body of car without disturbing passengers, it should be served in either the vestibule, smoking room or buffet, whichever place may be the most practicable, on tray neatly covered with napkin. If served in vestibule, a camp stool should be provided for the passenger.

Buffet cars leaving terminal stations before

midnight must have lamps in buffet and under the urn lighted, and orders must be solicited.

Special effort must be made by both Conductor and Buffet Waiter to ascertain if passengers arriving at terminal stations before seven in the morning desire luncheon.

The large inside curtain will be raised to the top hook while luncheon is being prepared and served ; at all other times it must be dropped to the lower one.

The buffet door must be kept closed and the door curtain raised while receiving passengers.

**163. Serving Luncheon.**—*In taking orders for luncheon* the Waiter will present Menu Cards to passengers, and write their selections in the blank order or stub of the commissary check, with all data which the form of the blank calls for, and he will request them to specify when they wish the order served.

(2.) *Preparing Checks and Collecting Charges.*—The money value of the order will be filled in and totaled by the Conductor, who will prepare the commissary check in proper form, and send it by the Waiter for collection after the luncheon over. The money received by the Waiter must be paid immediately to the Conductor.

(3.) *The use of Trays* is imperative in serving luncheon, and the bar tray must be used in presenting checks for collection.

(4.) *Table-cloths.*—The practice of using a fresh table-cloth for each luncheon is not necessary to a good service. Those that have been used once and are not soiled or stained, should be neatly folded in the old creases to avoid a mused appearance,

and be used as often as neatness and good taste will warrant.

(5.) *Luncheon Served Outside of Buffet Cars.*—Passengers in other Pullman cars, without a buffet, can, at their request, be served with luncheon in their own cars by the Buffet Waiter.

(6.) *Selling Liquors.*—Conductors and Waiters of Buffet cars must keep themselves informed where prohibitory, local option, or Sunday liquor laws are in force, and must not under any circumstances, sell, in violation of such laws, beer, liquors or wine in passing through such states, territories, cities or towns, under penalty of instant dismissal from service, nor will they sell them under any circumstances to minors, or to the extent of intoxication.

(7.) *Sales to Employes.*—The crews of Buffet cars may purchase for cash, at cost price, for their own consumption, any of the articles on the menu cards, except liquors, wine, beer, ale, mineral water, cigars and cards. Regular checks will be issued for such orders the same as to passengers, the Conductors writing the name of the employe plainly across the face of the check.

The privileges on Buffet cars are extended to the crews of Sleeping cars on the same train only whenever in the judgment of the Buffet car Conductor the quantity of supplies on hand will justify it.

(8.) *Private Luncheon.*—Private luncheon carried by the passengers on Buffet cars, will receive the same attention from Conductor and Porter, as when carried on a regular Sleeper without a Buffet. Passengers carrying cold liquid coffee,

tea or chocolate, who insist upon having them warmed over, must be charged the regular price therefor, as if the buffet article had been supplied.

(9.) *Ventilation*.—While luncheon is being served on Buffet cars, when the deck sash cannot be opened on roads using soft coal, ventilation can be secured by using both a deflector and a screen in the window of the Buffet.

**164. Handling and Care of Buffet Supplies.**—Care must be taken to have in the Buffet a full supply of stores, all in fresh condition and of good quality. It is imperative that perfect cleanliness and neatness in everything connected with the Buffet shall be observed.

(2.) *Storage-Ice Box*.—In filling the ice box suspended under Buffet cars, the ice must be placed only in the end compartments, and provisions only in the center compartment.

(3.) *Drawing Supplies*.—Waiters must make requisition on the District Commissary immediately after the arrival of their car at a terminal station, for all articles needed for its next trip out.

(4.) *Purchases en route*.—The stores necessary to replenish supplies while *en route*, must be purchased by the Conductor from the funds received by the sale of luncheon. The bills [Form 137], after being countersigned by the District Commissary, will be paid by the Receiving Cashier.

(5.) *Issues and Transfers en route*.—Whenever a Buffet car arrives at any terminal station other than where it is regularly supplied, and it is necessary to replenish stores, the Waiter, with the supply sheet, will report to the District Commissary, who will supply all his wants, treating