

Supplement No. 1

Zephyrette's Manual

April 28, 1950

Zephyrettes
California Zephyr

A dinner reservation plan for California Zephyr trains will be made, effective May 20, 1950.

The Zephyrette's will take dinner reservations in accordance with the following instructions issued by the Dining Car Superintendents:

"Effective May 20, 1950, the Zephyrettes will be assigned the duties of taking reservations for the dinner meals in the dining cars of California Zephyr trains:

A printed 'Welcome to California Zephyr' card for coach passengers, reading as follows -

CHEF'S EARLY DINNER

on the California Zephyr

For the convenience of coach passengers, a dinner consisting of entree, potato, vegetable, bread and butter and choice of beverage and desert, is served in the dining car for only \$1.10 at the following hours:

Westbound

First Day - 5:00 P.M. Daylight Time
Second Day- 4:15 and 5:00 P.M.
Mountain Time

Eastbound

First Day - 4:15 & 5:00 P.M. Daylight Time
Second Day- 4:15 & 5:00 P.M.
Mountain Time

Reservation cards for these early dinners, up to the capacity of the dining car, will be distributed by the Zephyrette each afternoon. She will also have a limited number of reservation cards for the regular dinner hours when the minimum price is \$1.65.

No reservations are necessary for breakfast or lunch in the dining car or for any meal service in the buffet car.

BURLINGTON

RIO GRANDE

WESTERN PACIFIC

will be distributed in each coach seat of Trains 17 and 18 at Chicago and Oakland prior to the train being spotted for loading at its terminal."

"Guests will be furnished reservation cards printed in distinctive colors, i.e., brown, orange, yellow and light blue, reading as follows -

CHEF'S EARLY DINNER

on the

CALIFORNIA ZEPHYR

Seating first day out at

5:00 P.M. Daylight Time
(4:00 P.M. Standard Time)

Please present this card to the Dining Car Steward promptly at the designated time. This dinner reservation plan is for the convenience of our dining car guests. We will be grateful for your cooperation as we are for your patronage.

BURLINGTON RIO GRANDE WESTERN PACIFIC

17-1 18-1B

"A printed 'Welcome to California Zephyr' card for Pullman passengers, reading as follows -

WELCOME TO THE CALIFORNIA ZEPHYR

Dinner in the dining car is served on a reservation basis in order that tedious standing in line may be avoided. The advance assignment of a dining hour to each passenger should provide reasonable assurance that a seat will be available at the appointed time.

An attendant will pass through the train each afternoon to see about your reservation for dinner that same evening.

No reservations are necessary for breakfast or lunch in the dining car or for any meal service in the buffet car. Any or all meals will gladly be served in drawing room, bedroom or roomettes, at whatever time is desired, the service charge for this being fifty cents per person in each case.

Your cooperation will be greatly appreciated.

BURLINGTON RIO GRANDE WESTERN PACIFIC

will be distributed in each drawing room, bedroom, roomette and section of Trains 17 and 18 at Chicago and Oakland prior to the train being spotted for loading at its terminal.

"Select dinner meal seating will be on an hourly basis, 6:00 P.M. to 9:00 P.M. Guests will be furnished reservation cards printed in distinctive colors, i.e., red (6:00 P.M.), white (7:00 P.M.), blue (8:00 P.M.) and green (9:00 P.M.), reading as follows:-

DINNER SERVICE

on the
CALIFORNIA ZEPHYR

Seating first day out at
6:00 P.M. Daylight Time
(5:00 P.M. Standard Time)

Station Left Right

() () ()

Please present this card to the Dining Car Steward promptly at the designated time. This dinner reservation plan is for the convenience of our dining car guests. We will be grateful for your cooperation as we are for your patronage.

BURLINGTON

RIO GRANDE

WESTERN PACIFIC

17-1

18-1

"Due to the departure of Train No. 17 from Chicago at 3:30 P.M. (4:30 P.M. Daylight Time), it will be necessary to take dinner reservations for Pullman passengers the first day out at the check-in table in the Union Station. Separate table will be placed crosswise between the two check-in tables. The Zephyrette will be stationed at this table to accept dinner reservations from Pullman passengers. The Zephyrette will report at the table at 2:50 P.M. ready for duty. There will be no change in the duties for reporting for Train No. 18 out of Oakland -- dinner reservations will be taken enroute."

"Distinctive dinner reservation cards with seating time shown will be furnished. 'The Chef's Early Dinner' reservation cards will be offered to coach passenger only. These cards do not carry a specific table assignment. The reservation cards for the select meals served from the dinner menu at 6:00 P.M., 7:00 P.M., 8:00 P.M. and 9:00 P.M. carry a specific table assignment. These assignment are available to both coach and Pullman passengers. When accepting dinner reservations with specific table assignments, this information will be charted on a diagram--the diagram to be turned over to the Steward prior to starting the dinner meal. The ratio of seat reservations -- coach vs. Pullman cars -- to be as follows:-

<u>Time</u>	<u>Pullman</u>	<u>Coach</u>	<u>Held Open</u>
6:00 P.M.	32	8	8
7:00 P.M.	36	4	8
8:00 P.M.	32	8	8
9:00 P.M.	32	8	8

"Sample cards for each dinner reservation and the diagram are enclosed. There is a code number on the lower left hand corner of each dinner reservation card, the meaning of these code numbers as follows -

Chef's Early Dinner Cards

- (Brown) 17/1 - Train 17 - first day out of Chicago
- 18/1B - Train 18 - first day out of Oakland - second seating
(The letter "B" indicating the 2nd setting of
Chef's Early Dinner)
- (Orange) 17/2 - Train 17-2 second day out of Chicago - first seating
- 18 - Train 18-2 second day out of Oakland - first seating
- (Yellow) 17/2 - Train 17 - second day out of Chicago - second seating
- 18/2 - Train 18 - second day out of Oakland - second seating
- (Light Blue) 18/1 - Train 18 - first day out of Oakland - first seating

Select Dinner Meals

(Red)	17/1	-	Train 17	-	6:00 P.M. Seating	-	1st day out of Chicago
	18/1	-	Train 18	-	6:00 P.M. Seating	-	1st day out of Oakland
(White)	17/1	-	Train 17	-	7:00 P.M. Seating	-	1st day out of Chicago
	18/1	-	Train 18	-	7:00 P.M. Seating	-	1st day out of Oakland
(Blue)	17/1	-	Train 17	-	8:00 P.M. Seating	-	1st day out of Chicago
	18/1	-	Train 18	-	8:00 P.M. Seating	-	1st day out of Oakland
(Green)	17/1	-	Train 17	-	9:00 P.M. Seating	-	1st day out of Chicago
	18/1	-	Train 18	-	9:00 P.M. Seating	-	1st day out of Oakland

"The same color cards are used for the second day for each dinner meal, the code reading 17/2 and 18/2, the figure '2' indicating the second day out of initial terminal."

"After passenger have been checked in at Chicago, the Zephyrette will board train and place her belongings in her room. She will then make the first announcement over the public address system, after which she will commence in coach 20 and take reservations for the Chef's Early Dinner (served at 5:00 P.M. Daylight Time). Reservations will be taken up to the capacity of the dining car (48 seats). Reservations will also be accepted for select dinner meals at specified times limited to the number of seats available as shown on ratio chart. It is important that on Train No. 17, first day out of Chicago, the reservations for the Chef's Early Dinner be taken as promptly as possible. As soon as coach reservations have been completed, proceed to the through New York car and complete select dinner meal reservations."

"No. 17, due to leave Galesburg at 5:50 P.M. and Burlington at 6:35 P.M. The Zephyrette will have to check with conductors for the loading and make sure to contact these passengers for dinner reservations."

"The second day out of Chicago on Train No. 17, as well as the first and second days out of Oakland on Train No. 18, the reservations will be taken enroute between the hours of 2:00 and 4:00 P.M. Due to the time set for the Chef's Early Dinners, coach reservations to be taken first. Eastbound on No. 18, the first day out, select dinner reservations should be started from the observation car and worked through to the dome of the buffet car. The second day out this procedure should be reversed."

"When taking reservations from room passengers, the Zephyrettes will accept reservations for meals to be served in rooms or roomettes, advising such passenger of an additional 50¢ charge per person. No charge will be made in the case of aged, infirm, or adults with small children. All room reservations to be charted on diagram in space provided."

The public address system will not be used for announcing the reservation plan as it is felt that personal contact will better serve our patrons. In taking reservations, passengers who have retired and closed their doors will not be disturbed."

(Signed) P. M. Scott
C. A. Wall
H. G. Wyman

The present Zephyrette's Manual will be revised to incorporate these instructions along with necessary changes in "On Duty" and "Rest Period" hours.

Miss Velma McPeck

cc - A. C. Cotsworth
H. F. Eno
J. G. Wheeler
P. M. Scott
C. A. Wall
H. G. Wyman