

This Is Your Zephyrette

"May I have your attention, please? Good morning (eastbound; good afternoon, westbound), this is your Zephyrette, Miss O'Grady. On behalf of the Western Pacific, Rio Grande and Burlington railroads, I welcome you aboard the *California Zephyr*. . ."

Familiar to all who ride the *California Zephyr* is the pleasant voice heard over the train's public address system—that of the Zephyrette. According to remarks of many passengers, one of the nicest things about the famous train is its hostess, that ever-smiling and efficient young lady who rides the streamliner on its transcontinental run between Oakland and Chicago.

Neatly dressed in dark blue uniform, consisting of a two-piece suit with Zephyr pin, white blouse with CZ monogram, military cap and top coat, the Zephyrette is instantly identified by passengers as they are greeted aboard the train. Diversified duties will keep her in close contact

with the travelers throughout the journey. ". . . As I pass through the train, I hope you will stop me if you think I can be of service. We are anxious to do all we can to add to the comfort and enjoyment of your trip. Thank you for your attention."

Following this introduction, she describes briefly the train's facilities available to passengers, the scenic attractions to be viewed during the day, and announcements that are to follow. As the train approaches historic, interesting, or scenic spots along the way, she informs the passengers in advance so they may be prepared to catch these points of interest. In addition to making these announcements, the Zephyrette also operates the train's radio and recorded music from a master control board located in the dining car.

Before greeting her passengers at the check-in desk at Chicago or as they come down to the train at Oak-



Zephyrette Floraine Lovitt greets D&RGW Conductor Halderman on westbound arrival at Denver.



Zephyrette Shirley Chap makes an adjustment at the control board for the public address system.



Beginning at left above and reading along the figure "Z" are: Nellie O'Grady, Jane Connor, La Faun Williams, Sally Young, Rodna Walls,



Velma McPeek (supervisor), Shirley Chap, Floraine Lovitt, Marion Vrana, Elna Johnson, Ann Martin and Helen Schwartz.



Shirley Chap takes a dinner reservation in the dome car

land from the ferry, she has already inspected the train to see that everything under her jurisdiction is in order. Following her greeting announcement, she goes through the train with the conductor, thus establishing herself as a crew member. She is ready to give approved first aid as taught by the Red Cross when necessary, and has a little time for baby sitting, too. The shy traveler, or the child traveling alone, may require Travelers' Aid assistance, and she makes these contacts.

The Zephyrette's room in the center of the train is her headquarters. Here she prepares her reports, sets up her dinner reservation cards to be distrib-

Floraine Lovitt sends a telegram for a passenger at Denver.



The mail must go through, assisted by Miss Chap

uted to passengers reserving seats in the dinner at the hours they choose, etc.

Postcards, letters and telegrams sent by passengers while en route are collected and sent by her from stopover points along the line, and she distributes similar messages received en route.

While passing through the entire train about once each two hours, the Zephyrette assists women with children; children traveling alone; aids elderly or crippled people; helps the train conductor in handling difficult passengers and those who may be ill; and generally makes herself agreeable. She handles requests for special

Zephyrette Chap gets acquainted with passengers at Grand Junction.





Little Miss Buckley gets a soda mint drink from Floraine.

attention courtesies received from friends of passengers and, on detraining, lends a hand to passengers who need it, and bids them good-bye with a pleasant smile. She must conduct herself with dignity and poise and avoid any familiarities and acceptance of invitations from passengers or employees of the railroads. The Zephyrette is not permitted to drink or smoke while in uniform, and she must avoid spending time with passengers while they are drinking.

Zephyrettes must be between 24 and 28 years of age, single, between five feet four inches and five feet eight inches in height, and of good character with pleasing personalities. Strenuous and irregular hours require good physical condition, and their education must be the equivalent of a registered nurse's, or include a college degree.

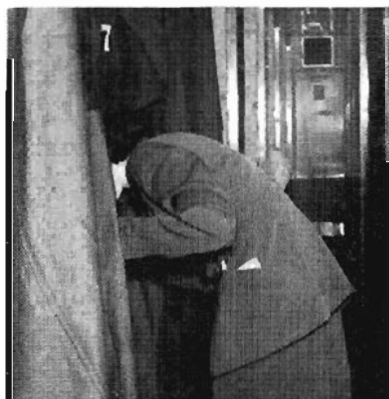
Selecting and supervising the Zephyrettes is under the direction of Velma McPeck, supervisor of passenger train service for the Burlington. She was a member of the general com-

mittee of the three railroads which handled the planning and building of the *California Zephyrs*. A Kansas girl, she attended Southwestern College and was graduated from the Winfield College of Music. She taught for a while but decided that was not the life for her. A course at the School of Domestic Arts and Sciences in Chicago gave her a start at managing a department store tea room before accepting her position with the Burlington.

Of the eleven Zephyrettes now in service, Nellie O'Grady is the only one of the original crew which began service with the inauguration of the trains on March 20, 1949. Other members of the original Zephyrettes who have since left service were: Rita Billings, Kathleen Blumberg, Alice Bonar (Mrs. Fred Koch), Maxine Brown (Mrs. Amedeo Cacace), Evelyn Calder, Delores Justin (Mrs. Leo Prinster), Betty Pitschke (Mrs. Al Gelbrech), and Jean Williams.

Following is a brief biography of the Zephyrettes now in service:

An elderly lady in lower 7 gets assistance from Shirley.



ZEPHYRETTE	HOME	EDUCATION	ACTIVITIES	EXPERIENCES AS A ZEPHYRETTE
Shirley Chap	Chicago, Illinois	Knox College, Galesburg, Ill.	Reading, ice skating, amateur theatricals, Nurse's Aid work	Passing through the train with the brakeman, they heard the familiar "wolf" whistle. He whistled back and it was acknowledged. They were then invited to visit their whistling passenger—one of the famous Westinghouse talking birds.
Jane Connor	Madison, Wisconsin	University of Wisconsin	Piano, photography, interior decoration and design, home economics, Community Chest and social affairs	With four French people, two Italians and one Greek, none of whom could speak English, had to sketch figures of people in the domes, eating, etc., to explain life aboard the C. Z.
Elna Johnson	East Cleveland, Ohio	University of Denver	Skiing, skating, swimming, folk dancing, amateur theatricals, photography, sewing, cooking, collecting history of the three railroads	While being watched in the observation car by little 6-year-old Susan, Elna was complimented by the remark, "You're pretty." "Well, thank you, that's a very lovely compliment," replied Elna. Susan quickly asked: "What kind of soap do you use?"
Floraine Lovitt	Galesburg, Illinois	Brown Business College	Reading, traveling, music, piano	Tracing down the disappearance of her identification cards to a group of sailors, she offered to exchange the cards for her personal card. The cards received by the boys in exchange read: Middle Harbor Road, Oakland, the WP address.
Ann Martin (Substitute)	Berkeley, California	University of California	Skiing, fencing, sewing	A redhead, which she says explains a lot. Finds her job fabulously interesting.
Nellie O'Grady	Palo Alto, California	San Mateo Junior College; St. Joseph's College of Nursing	Sports, arts and crafts; traveled 3 1/2 months in Europe last year	One of her biggest thrills was having General Eisenhower as passenger.
Helen Schwartz	Burlington, Iowa	Burlington Junior College	Cooking, theatricals, traveling, home decoration	Enjoys meeting people and finds them very interesting and entertaining.
Marion Vranas	Albany, California	University of California	Skating, skiing, cycling, music; Capt. World Student Service Fund	A favorite passenger was a crippled lady, able to walk only with crutches. Her charming personality made it a joy to help her.
Rodna Walls	Alameda, California	University of California	Decorative art, flower arrangement, child welfare, sports	Remembers well a young displaced couple and little girl, unable to speak English. Through a passenger-interpreter learned of their meager existence, life in labor camps and their hopes and gratitude for a future in America.
La Paun Williams	Salt Lake City, Utah	University of Utah; Hospital Corps School; Ruth Tolman Finishing and Modeling School	Utah State Symphony, sports, Red Cross, dancing, sewing	Recalls the time a lady's corset was turned in. Usual procedure was to announce lost and found articles on the P. A. system, but this was a little disconcerting. With no other solution, La Paun simply announced that a foundation garment had been found and triumphantly carried it to the passenger's room.
Sally Young	Aurora, Illinois	Carlton College; University of Missouri	Advertising art, athletics, chorus, dramatics, writing	Remembers Fifi, a dog occupying a roomette, who enjoyed room service.