

CASE STUDY

A1 Statium Diner:

Introducing Operational Efficiencies



From a Small Café to a Leading Truckstop

Albert and Margaret White purchased the Colsterworth site in 1999, transforming a modest roadside café into one of the region's most recognised truckstops. What began as a small stop for a few vehicles has grown into a vital hub serving more than 200 trucks each night. At the heart of this success is the on-site diner, now a trusted destination for drivers and travellers alike.

KCM was invited by director Tina Rodgers, together with Chris White, Albert's son, to explore how the business could evolve further as part of their new-build plans for the site.

As a family-run business, it was crucial to modernise the catering operation without losing the personal, customer-focused approach that had defined the diner's reputation.

Through close consultation with the team, KCM listened to staff concerns, understood operational challenges, and designed a solution that would enable efficiency, scalability, and future growth.

KCM's proposal introduced new ideas to transform the existing high-cost assisted service into a more efficient self-service model, empowering customers to manage their own needs.

A £200,000 Kitchen Refurbishment

To demonstrate the potential for a modernised operation, KCM produced comprehensive designs and presented them to the entire A1 team. The proposal included new self-service counters for both hot and cold food, revised workflows across preparation and dishwashing areas, and improved dry and cold storage facilities. These changes created the space and structure for staff to deliver high volumes of quality food in a more efficient, cost-effective environment.

Maintaining certain equipment which the client and their staff were familiar with was key. By blending trusted systems with modern upgrades, and by educating staff on how the modern operation would work, the team gained confidence and enthusiasm for the changes. This approach ensured continuity while delivering the throughput and efficiencies required. By engaging with the entire A1 team throughout the process they became excited to be part of the new site from the new exterior and branding, to the new dining room and their new working environment.

The refurbishment encompassed extraction systems, large servery counters, fire shutters, cold rooms, grease traps, and a complete range of kitchen equipment. In addition, KCM designed and installed a new bar area including the Bar front, Bartender stainless steel underbar system, glass washing facilities, and cellar storage, all fully commissioned on time and to specification.

KCM worked alongside the client's own contractors who managed the main build, electrical, and plumbing work. Strong collaboration and clear communication across all parties minimised logistical challenges and enabled the project to be delivered smoothly and on schedule, ready to welcome customers to the new facility.



“ Just a quick word to say thank you to Alistair and all the team at KCM Catering for their assistance in the kitchen design for our New Diner. Everyone involved gave their all in helping meet our moving deadline so our grateful thanks to Geoff and all Suppliers for a positive and productive partnership. Any problem encountered always had a solution.

Tina Rodgers, Director – A1 Diner

“ It was a pleasure to work with Altburt, Margret, Chris and Tina along with their contractors and helping them to achieve their goal of modernising the operation without losing the family run approach.

Geoff Riches, Project Sales – KCM



About KCM

KCM are specialists in the design, installation and refurbishment of all types of foodservice and bar premises offering a complete set of building and shopfitting services alongside equipment to provide a true, in-house, one-stop solution.

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