

**Kilmarnock College**  
Main Refectory

## The Brief

To afford the students access to the food menu without having to conform to standard, old fashioned queuing methods, a problem endemic in catering facilities such as canteens, garden centers, or where large volumes of customers collect.

This very British 'bottle-necking' phenomenon is difficult to counter, but the design team strove to allow customers to 'pop-in' and 'pop-out' of the various food offerings, and gather their food requirement without having to stand in a continuous queue.

This design process allowed quicker processing of customers requirements, and made for quicker service, before, and at the till.

## The Project

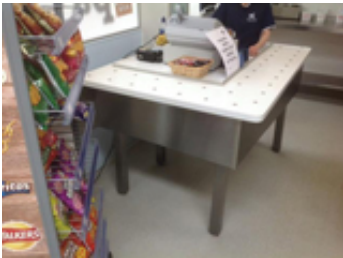


### Kaleidoscope Cafe

The main refectory at the College had been in existence for over forty years, and had been providing a quality food offer to thousands of students a week, but which required a major refurbishment to cope with a much-changed customer base, with a more diverse and demanding palate, and to maintain its hygiene and safety standards.

**INSTOCK** was invited to put together proposals that efficiently provided a modern and stylish, yet robust and efficient canteen facility. This had to be easy on the eye but would attract a broader customer base and allow a flexible, healthy option, season oriented menu and also create a pleasant and safe working environment for the catering staff. Additionally it was important that the design allowed for 'modularisation' where the equipment could be easily dismantled and moved to the new College when it is completed some time around the year 2015/16.

The project took around four weeks to complete, and comprised the following: strip-out and dispose of all equipment, floor and wall coverings, ventilation and lighting, and replace with new. This entailed digging up old quarry tiles and gullies, stripping off wall tiles



and old plasterboard, ripping out all services, including gas pipes, electric cabling, hot, cold and waste water pipes, and starting from scratch.

So, a customer who just wanted a cup of tea, or a piece of fruit, was not hindered behind another customer waiting for a soup and main course lunch, or a made-to-order sandwich. The facility was designed to allow in-and-out access to the teas and coffees area, the pre-made sandwich area, the hot food section, the soup section, the salad area and the cold drinks section.

The customers gather their food, and head to one of two cash tills, staffed to deal with the volume of demand. Staff could easily monitor the consumption of the menu items on the front service line, and seamlessly replenish food items from the second food line, which had been prepared in advance.

The facility was named 'Kaleidoscope', and the turnover, and the profits, have increased immeasurably, because the students enjoy the varied menu, the speed of service, the healthy-option choices, the modern, attractive and bright ambience, with clever lighting, comfortable furniture. The College was delighted with the facility given to them, and **INSTOCK** has a rolling programme of works for the College, a sure indication that the high quality of work is continued from one project to the next.