

Erratum

This article has been withdrawn as it was published elsewhere and accidentally duplicated. The original article can be seen here: [10.1108/09604529410065207](https://doi.org/10.1108/09604529410065207). When citing the article, please cite: Mike Street, (1994), "Training People to Deliver Service Excellence in British Airways", *Managing Service Quality: An International Journal*, Vol. 4 Iss: 4, pp. 13 - 16.