

# **BTTM-304**

## **Business Communication**



**Uttarakhand Open University**

**School of Tourism and Hotel Management**

**Teenpani Bypass Road, Near Transport Nagar, Haldwani — 263139**

# Board of Studies

**Prof. R.C. Mishra (Convenor)**

Director

School of Tourism and Hotel Management

Uttarakhand Open University, Haldwani

**Prof. S. C. Bagri**

Director

Centre for Mountain Tourism and Hospitality

Studies HNB Garhwal University (Central

University), Srinagar

**Prof. O. P. Kandari**

Director

Institute of Tourism and Hotel Management

Bundelkhand University, Jhanshi

**Mr. Jatashankar R Tewari**

Asst. Professor- Dept. of Hotel Management

Uttarakhand Open University, Haldwani

**Mr. Lalit Bhatt**

Academic Associate; Hotel Management

Uttarakhand Open University, Haldwani

**Prof. J. K. Joshi**

Director,

School of Education,

Uttarakhand Open University,

Haldwani

**Prof. Manjula Chaudhary**

Director

IITTM,

Gwalior

**Dr. Sandeep Kulshrestha**

Dean Aademic,

1117M,

Gwalior

**Dr. Subhash Chand**

Academic Associate

Department of Tourism

Uttarakhand Open University,

Haldwani

List of Contributors		
Sr. No	Author	Unit Number
1.	Prof. Aparana Raj Bundelkhand University, Jhansi	1
2.	Mr. Kamlesh Harbola Amrapali Institute of Hotel Management Haldwani	2-4
3.	UOU Old Tourism Material	5-8
4.	Ms. Preeti Ama ali Insitute Haldwani	9-16

**Programme Coordinator**

**Dr Akhilesh Singh**

Assistant Professor

Department of Tourism

Uttarakhand Open University, Haldwani

**Editor**

**Dr Amit Gangotia**

Former Faculty

Department of Tourism

Uttarakhand Open University, Haldwani

Copyright@UttarakhandOpenUniversity