## **BTTM - 402**

# **Airlines Ticketing and Cargo Operations**

SELECT SE



# **Uttarakhand Open University**

#### SCHOOL OF TOURISM AND HOTEL MANAGEMENT

Teenpani Bypass Road, Near Transport Nagar, Haldwani — 263139

Phone No.: 05946-261122, 261123

**Toll Free No.** 18001804025

Fax No.: 05946-264232, E-mail: info@uou.ac.in http://uou.ac.in

## **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 (A Central University), Srinagar

Prof. O. P. Kandari

Director

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

**Prof. Manjula Chaudhary** 

Director IITTM,

Cwalia

Gwalior

Dr. Sandeep Kulshrestra

**Dean Academics** 

IITTM,

Gwalior

Dr. Subhash Chand

Contributor's Name		
Sr. No.	Author	Unit Number
1.	Dr. Lavkush Mishra, Director - Institute of Tourism and Hotel Management, Dr. Bhimrao Ambedkar University, Agra	1-4
2	Dr. Amit Singh, Institute of Hotel and Tourism Management, Maharshi Dayanand University, Rohtak (Haryana)	5 to 8 & 13 to 16
3	Dr. Bipin Chandra Pant, College of Vocational Studies, University of Delhi, New Delhi	9 to 12

### Programme Coordinator Dr. Akhilesh Singh

Department of Tourism, Uttarakhand Open University, Haldwani

#### **Editor**

#### **Dr Amit Gangotia**

Former Faculty

Department of Tourism, Uttarakhand Open University, Haldwani

#### Copyright:@Uttarakhand Open University

All rights reserved. No part of this work may be reproduced in any form, by mammograph or any them without permission in writing from the Uttarakhand Open University. The authors of the concerned units will be responsible for any kind of dispute. All disputes are subject to Haldwani (Nainital) jurisdiction only,

Published by: Uttarakhand Open University, Haldwani - 263139