Abstract

This process optimization project utilizes a new idea to have an Access 2007 database automatically send a text message to a given cellular telephone. The hotel's maintenance service request process is outdated and inefficient, relying solely on paper and human memory for success. Initiation, tracking, and recording the maintenance service requests need to be automated to optimize this process. The solution is a working database which employs said automation using Access 2007 in combination with a separate program created to facilitate the automatic text messaging. Implementing this database will result in higher customer satisfaction for the hotel.