

## Courteous Immigration control officer commended (with photo)

Senior Immigration Assistant Mr Ng Kwok-cheung has been elected Hong Kong's Most Courteous Immigration Control Officer. The prize presentation ceremony was held at Immigration Headquarters today (April 24).

The Director of Immigration, Mr Tsang Kwok-wai, said that the Most Courteous Immigration Control Officers Election has been held annually since 1996 to encourage front-line officers to conduct effective immigration control and provide quality services to the public with devotion and courtesy.

"Officers of the Immigration Department strive to provide safe, efficient and caring immigration services to the travelling public. In 2018, the Immigration Department won numerous awards, including the Best Customer Service of the Year in Corporate Excellence Award issued by the Airport Authority and the best airport immigration service award issued by Skytrax, an international specialist research agent of the air transport industry. It shows that our colleagues' professional services are recognised and appreciated by travellers from all over the world," Mr Tsang said. He also encouraged the front-line officers to continue making concerted efforts to serve the public with professionalism.

The Deputy Executive Director of the Hong Kong Tourism Board, Ms Becky Ip, presented awards and a souvenir to the winner, Mr Ng and appointed him as a Hong Kong Courtesy Ambassador. Mr Tsang thanked the Board for its support in making the Most Courteous Immigration Control Officers Election a success.

