

# [Hong Kong Immigration Department wins 2019 Skytrax Award for Best Airport Immigration Service \(with photos\)](#)

The Hong Kong Immigration Department (ImmD) has been voted the winner of the 2019 best airport immigration service award in the World Passenger Survey commissioned by Skytrax, an international specialist research agent of the air transport industry. This is the third time for the ImmD to receive the award after 2015 and 2016. The presentation ceremony was held on March 27 in London.

Skytrax, a world renowned specialist research agent and advisor of the air transport industry based in the UK, mainly undertakes qualitative audits and research studies for airports and airlines services across the globe. The survey was conducted between August 2018 and February 2019, covering over 550 airports worldwide and the survey questionnaires were collected from over 13 million air passengers of more than 100 nationalities.

The Director of Immigration, Mr Tsang Kwok-wai, said having received the award in light of the keen competition worldwide, he felt very proud and most encouraged. While he expressed his gratitude to the professionalism and hard work of all immigration staff members, the award is also a recognition to the high morale displayed by all immigration staff, under the staunch support and leadership of the current-term Government, striving to provide excellent services to residents as well as visitors. The services provided by Hong Kong could absolutely meet the world-class standard.

In the past few years, the ImmD has been striving for excellence and innovation. The department endeavours to provide facilitation to visitors at the Hong Kong International Airport and other immigration control points, including the launch of "Smart Departure" at the end of 2017 that employs face recognition technology for identity verification facilitating self-service departure for eligible visitors without the need of prior enrolment. Such initiative that provides greater travel convenience to passengers has been well received by visitors. By the end of 2018, more than 6.2 million visitors had used the service. To support the long-term development of Hong Kong, the ImmD will continue its close liaison with the immigration authorities worldwide seeking to provide greater travel convenience to passengers.

