

# [Hong Kong Immigration Department wins 2020 Skytrax Award for Best Airport Immigration Service \(with photos\)](#)

The Hong Kong Immigration Department (ImmD) has been voted the winner of the 2020 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 fourth time for the ImmD to receive the award after winning it in 2015, 2016 and 2019.

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 September 2019 and February 2020, covering over 550 airports worldwide, and the survey questionnaires were collected from air passengers of more than 100 nationalities.

An ImmD spokesperson said the department was honoured to receive the Skytrax Award for Best Airport Immigration Service this year, and this is the fourth time that the ImmD has won this prestigious award over the past six years. The ImmD would like to thank Skytrax for organising such a meaningful event, and expressed gratitude for the appreciation and recognition from international travellers and the professionalism and dedication of frontline staff.

The ImmD will keep striving for excellence and innovation with a view to providing the best immigration service to passengers. To support the long-term development of Hong Kong, the ImmD will also continue its close liaison with immigration authorities worldwide seeking to provide greater travel convenience for passengers.

