

A courteous entrance to Sydney

Most passengers entering Australia through Sydney Airport think Customs people are a well-mannered bunch. Results from a survey on the courtesy of Customs at Sydney Airport are encouraging—85% of passengers gave the organisation seven out of 10 or above.

Sydney Airport Corporation commissioned Sweeney Research to find out what passengers think about their arrival experience. It was done over a two-month period.

Only 3% of passengers surveyed gave Customs three out of 10 or less for courteousness.

The outwards queue results were similarly positive—88% giving seven out of 10 or above and only 2% giving three out of 10 or less.

Director Passengers Branch at Sydney Airport Matt O'Connor said, "The results are very positive.

It reflects the professional balance displayed by Customs officers at Sydney Airport in undertaking important border-protection roles with a client service focus."

