



**Administration – Standardized Memo Format**  
**City of Crystal Lake Administrative Directive**

**PURPOSE:**

In order to present a consistent professional image, the staff of the City of Crystal Lake shall be required to draft all memoranda that may be distributed to the City Council and general public in a standardized format.

**PROCEDURE:**

The following standardized memorandum format and content shall be required for all internal correspondence that may be distributed to the City Council and the general public (*Directive Forms/Standardized Memo Sample Format*).

**RESPONSIBILITY:**

Department Directors, and designees who draft internal correspondence that may be distributed to the City Council or general public, shall have the responsibility of familiarizing themselves with this directive and adhering to it.

Approved By: \_\_\_\_\_

City Manager

Original Effective Date: 4/26/2006

Revised: 11/2011

Next Review: 11/2011



## Memorandum

**To:** All Department Heads  
**Copy to:** City Manager's Office Staff  
**From:** Gary J. Mayerhofer, City Manager  
**Date:** November 2011  
**Re:** Standardized Memo Format

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**Purpose:**

To standardize the format of internal memos that may be distributed to the City Council or the public.  
*(Outline the purpose of the memo. This can usually be done in one or two concise sentences.)*

**Background:**

*(Provide any pertinent background to familiarize the reader with the content.)*

**Discussion:**

Many times, internal memos are distributed to the Mayor and City Council or the public for informational purposes, and they also become part of the official file. Maintaining a standardized format will facilitate more professional and concise communications, as well as ease of understanding.

*(Provide your thoughts regarding the importance and ramifications of the topic.)*

**Action Steps:**

The memorandum format is available on the City's Intranet.

There may be times when you will not need to utilize each of the sections. In that case, feel free to delete them from the memo, but do not delete them from the master template. You may use as much or as little space as you need. You are not confined to the space parameters set forth in this example.

*(Outline the steps needed to be completed, and by whom, to resolve the matter.)*

**Recommendations:**

*(Provide your recommendations to accomplish the Action Steps.)*