

Griffin Hill Integrity Test Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which statement best contrasts transaction selling versus relationship selling?**
 - A. Transaction selling emphasizes long-term partnerships.**
 - B. Transaction selling emphasizes one-time sales with minimal follow-up.**
 - C. Transaction selling emphasizes collaboration and trust.**
 - D. Transaction selling emphasizes joint problem-solving.**

- 2. What are we looking for when we use Drill Down, Effect, and Consequence queries?**
 - A. Benefits**
 - B. Needs**
 - C. Features**
 - D. Advantages**

- 3. Which statement about sales team composition is accurate?**
 - A. A single salesperson can be the entire sales team**
 - B. A sales team can be a single person or a team**
 - C. A sales team always has five members**
 - D. Sales teams are obsolete**

- 4. The chronicled evolution of the salesperson has been described as moving from the 'big me' approach to a 'works for the house' approach.**
 - A. True**
 - B. False**
 - C. Not sure**
 - D. Both true and false**

- 5. The Positioning Play should be narrow and focused on a niche market. This statement is:**
 - A. True**
 - B. False**
 - C. Not sure**
 - D. It depends on context**

- 6. Which social style can be described as the feeling function of personal and emotional reactions to experience?**
- A. Analytical**
 - B. Amiable**
 - C. Expressive**
 - D. Driver**
- 7. Which of the following is NOT one of the principles of the Needs Audit Routine?**
- A. Position—don't sell**
 - B. Open-ended questions**
 - C. Listening**
 - D. Present your solution with confidence**
- 8. Which of the following is a specialized sales role?**
- A. A customer service representative**
 - B. A strategic account manager**
 - C. A new business development representative**
 - D. All of the above**
- 9. In the Validation Play, what are we validating?**
- A. Our integrity**
 - B. The prospect**
 - C. Our product**
 - D. The prospect's statement**
- 10. Which option is NOT an example of business-to-business sales?**
- A. A software company sells HR software to HR professionals**
 - B. A chemical company sells to a food-processing plant**
 - C. A medical products company sells to hospitals**
 - D. A door-to-door pest control service to homeowners**

Answers

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1. B
2. A
3. B
4. A
5. B
6. B
7. D
8. D
9. B
10. D

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Explanations

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1. Which statement best contrasts transaction selling versus relationship selling?

A. Transaction selling emphasizes long-term partnerships.

B. Transaction selling emphasizes one-time sales with minimal follow-up.

C. Transaction selling emphasizes collaboration and trust.

D. Transaction selling emphasizes joint problem-solving.

The main idea being tested is how the focus of selling approaches differs between transactional and relationship selling. In transactional selling, the emphasis is on a quick, one-time sale. The salesperson aims to close the deal efficiently and move on, with minimal follow-up or ongoing involvement. The priority is price, features, and speed, rather than building a lasting connection. That's why the statement describing transaction selling as focused on one-time sales with minimal follow-up is the best fit. It directly captures the essence of this approach: short-term, isolated transactions, limited post-sale engagement, and little investment in a continuing relationship with the customer. The other ideas describe relationship selling, which centers on trust, ongoing partnerships, collaboration, and joint problem-solving. These elements are characteristic of nurturing long-term customer relationships rather than pursuing a single sale.

2. What are we looking for when we use Drill Down, Effect, and Consequence queries?

A. Benefits

B. Needs

C. Features

D. Advantages

When you use Drill Down, Effect, and Consequence queries, you're focused on uncovering the positive value created—the benefits. Drill Down digs into what happens step by step and reveals the concrete gains that result, while Effect points to the immediate outcomes that follow from those actions. Consequence looks further ahead to the longer-term impacts that flow from those outcomes. Taken together, these questions are aimed at identifying the benefits you'll gain, such as cost savings, efficiency improvements, safer operations, or higher satisfaction. They're not about needs, which are requirements; nor about features, which are attributes; and while advantages can overlap with benefits, the emphasis here is on the actual positive value realized. For example, a new process might cut processing time, leading to faster service, lower costs, and happier customers—clear benefits revealed through these queries.

3. Which statement about sales team composition is accurate?

- A. A single salesperson can be the entire sales team**
- B. A sales team can be a single person or a team**
- C. A sales team always has five members**
- D. Sales teams are obsolete**

Sales team size is flexible and depends on the business needs. In small businesses or simple product lines, one salesperson can handle the entire sales function. In larger organizations, a team with specialized roles—prospecting, presenting, negotiating, and closing—works together to cover more ground and manage higher volumes. Because of this variability, the statement that a sales team can be a single person or a team is the most accurate. It captures both ends of the spectrum and everything in between. The other ideas are less universal—having a fixed number like five isn't required, and sales teams aren't obsolete; the size should fit the workload, market, and product complexity.

4. The chronicled evolution of the salesperson has been described as moving from the 'big me' approach to a 'works for the house' approach.

- A. True**
- B. False**
- C. Not sure**
- D. Both true and false**

The idea being tested is that selling has shifted from a self-centered approach to one that is aligned with the organization and its customers. The "house" represents the company and its standards, so a mindset of "works for the house" means acting in ways that support the company's policies, reputation, and long-term customer relationships rather than chasing personal gain. This reflects a common historical progression in professional selling: moving away from a "big me" focus toward integrity, consistency, and value for the customer and the firm. So the statement is true because it captures that shift to an organizationally aligned, customer-focused approach. Not sure would be incorrect because the material describes a clear change in how sales is practiced; false would contradict that described evolution; and both true and false isn't a coherent way to capture this straightforward trend.

5. The Positioning Play should be narrow and focused on a niche market. This statement is:

- A. True**
- B. False**
- C. Not sure**
- D. It depends on context**

Positioning is about making a product's benefit clear and meaningful to the people you want to reach, and differentiating it from alternatives. Whether the positioning should target a narrow niche depends on the situation. A niche focus can create strong clarity and efficiency when you're serving a specific, well-defined problem with limited competition or resources. But it isn't a universal rule. Some offerings succeed with broad, mass-market positioning if a universal benefit resonates across many segments, or if the market size supports wide reach. So the idea that the positioning play "should be narrow and focused on a niche market" isn't always true; it must fit the market, competition, and business goals.

6. Which social style can be described as the feeling function of personal and emotional reactions to experience?

- A. Analytical**
- B. Amiable**
- C. Expressive**
- D. Driver**

The feeling function of personal and emotional reactions to experience is best described by the Amiable style. This approach centers on warmth, empathy, and a strong concern for others, so reactions are guided by relationships and how people will feel or be affected. An Amiable person tends to respond with understanding, a desire for harmony, and supportive, cooperative behavior, showing how personal feelings influence responses to what happens around them. In contrast, Analytical relies on data and logic rather than emotions, Expressive emphasizes outward energy and persuasion more than everyday emotional sensing, and Driver focuses on results and control, usually placing less emphasis on the emotional tone of experiences.

7. Which of the following is NOT one of the principles of the Needs Audit Routine?

- A. Position—don't sell**
- B. Open-ended questions**
- C. Listening**
- D. Present your solution with confidence**

The Needs Audit Routine is about discovery and understanding the client's true needs before proposing solutions. The emphasis is on how you engage the client: you position yourself as a problem finder rather than a salesperson, you ask open-ended questions to draw out detailed information, and you listen carefully to absorb what truly matters. Position—don't sell helps keep the focus on the client's situation, not on pushing a product. Open-ended questions invite richer, more meaningful responses that uncover underlying issues, and listening ensures you accurately hear and validate the client's perspective. Present your solution with confidence, while valuable in many selling contexts, isn't a principle of this routine. It shifts attention to pitching a specific remedy before you've fully mapped the client's needs. The routine prioritizes gathering and confirming insights first, so any recommendation you later present is truly aligned with what was uncovered.

8. Which of the following is a specialized sales role?

- A. A customer service representative**
- B. A strategic account manager**
- C. A new business development representative**
- D. All of the above**

Specialized sales roles cover different parts of the selling process, each requiring focused skills. A customer service representative isn't just answering questions; in many teams they handle post-sale follow-up, resolve issues, and spot opportunities to expand the relationship, which is a sales-focused specialization. A strategic account manager concentrates on the highest-value accounts, crafting tailored plans, coordinating cross-functional efforts, and protecting long-term revenue, which clearly fits a specialized sales role. A new business development representative targets new opportunities, conducts outreach, and builds the sales pipeline, another distinct specialization. Because each role brings a different expertise to the sales function, the option that includes all of them together properly identifies multiple specialized sales roles.

9. In the Validation Play, what are we validating?

- A. Our integrity
- B. The prospect**
- C. Our product
- D. The prospect's statement

The main idea behind the Validation Play is to validate the person you're talking to—the prospect. By showing you understand and respect their viewpoint, feelings, and needs, you create a sense of trust and safety. That trust makes them more open to sharing honestly and gives you a clearer sense of what matters to them, which is essential for any genuine dialogue. In practice, this means listening closely, reflecting or paraphrasing what they've said, acknowledging their emotions, and confirming you're hearing them correctly. It's about the person as a whole—their experience and perspective—not about proving your own integrity, promoting your product, or simply confirming a particular statement. When you validate the person, you reduce defensiveness and make room for authentic communication, which is the real aim of this approach.

10. Which option is NOT an example of business-to-business sales?

- A. A software company sells HR software to HR professionals
- B. A chemical company sells to a food-processing plant
- C. A medical products company sells to hospitals
- D. A door-to-door pest control service to homeowners**

Selling to other businesses means the buyer is a company or organization, not an individual consumer. In the first example, a software company providing HR software to HR professionals inside a company is targeting a business function within a business, so it's B2B. The second example involves a chemical company supplying to a food-processing plant, which is another business customer. The third example shows a medical products company delivering to hospitals, again a business environment. The last scenario, a door-to-door pest control service sold to homeowners, targets households rather than organizations, so it's a business-to-consumer transaction. Therefore, the pest control service to homeowners is not an example of business-to-business sales.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://griffinhillintegritytest.examzify.com>

We wish you the very best on your exam journey. You've got this!

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